

CASE STUDY

K&B Transportation

Since its founding in 1987, K&B has become a leader in the transportation of perishable food products, having grown to include over 2,000 pieces of equipment and opening new lanes of travel.



INDUSTRY

Transportation

LOCATION

Nebraska & Iowa

WEBSITE

kbtransportation.com



About K&B Transportation

K&B Transportation, a premier carrier in the truckload transportation industry, was founded in 1987 in Sioux City, Iowa. The transportation company aims to provide its customers with safe, high-quality, and cost-efficient services in transporting perishable goods. With numerous accolades, they have grown their operation to include 2,000 pieces of equipment and 690 trucks, making them a leader in their industry.

Despite their success, K&B Transportation was facing challenges with their previous imaging system and driver app provider, which did not meet their specific business needs. They were seeking a better platform in-house with streamlined workflows for their billing and payroll processes, along with integration with their existing AS400 Innovative Management System.

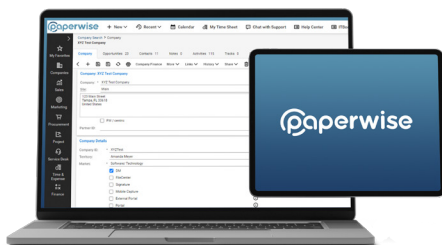


That's when they turned to Paperwise, a company they felt comfortable working with and who came highly recommended. With its on-premise platform and integrations, Paperwise provided K&B Transportation with a more efficient and user-friendly solution. The integration with AS400 and the ability to create custom workflows for two of their primary workflows, billing and payroll, proved to be highly advantageous and time-saving for K&B Transportation.

In this case study, we will dive deeper into how Paperwise helped K&B Transportation overcome its challenges and achieve its goals while providing them with an exceptional experience.

Challenges Solved by Paperwise System

Like many businesses, K&B Transportation faced a pressing challenge regarding their billing needs. With each customer having unique billing requirements, the company found it increasingly difficult to keep up with demands while maintaining control over the back end. However, with the introduction of Paperwise, K&B Transportation gained more flexibility and control over the billing process.



Moreover, Paperwise's integrations enabled K&B Transportation to meet their customer's unique needs, surpassing the limitations that had previously restricted the company's billing processes. The system provided further efficiency, allowing K&B Transportation to save time by reducing the manual processes required for each order. The integration streamlined the process, ultimately reducing the number of hours K&B Transportation devoted to handling invoices and receipts.

Paperwise has been game-changing for K&B Transportation, allowing them to focus on what is most important: transporting freight while ensuring their customers' unique billing requirements are met efficiently and effectively. The system has given the company the agility required to remain competitive in the ever-evolving logistics industry.

Implementing & Leveraging Paperwise Workflows at K&B Transportation

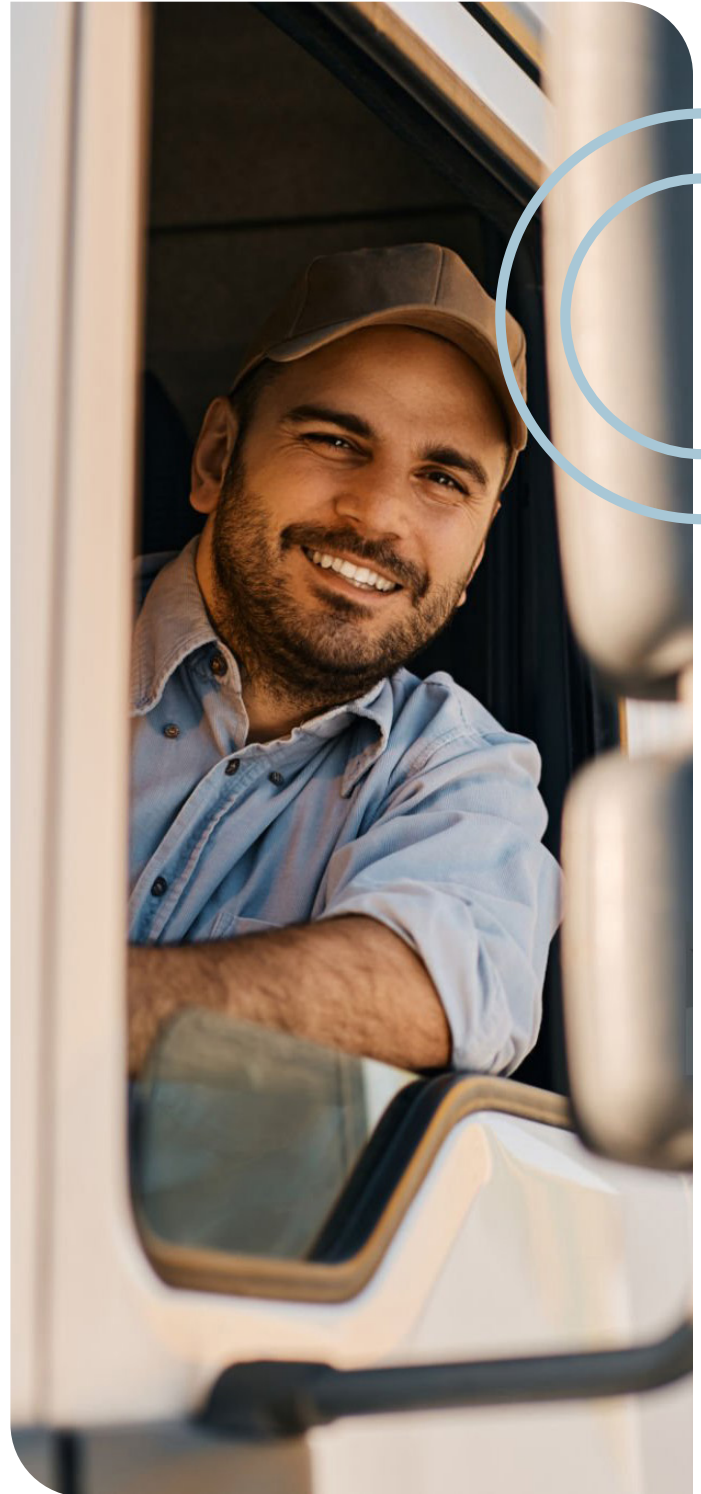
K&B Transportation faced challenges with its document management system, which struggled to meet its needs. To address these challenges, they sought a more efficient and comprehensive solution, choosing Paperwise's document management system and data form collection solution - Symphony.

With the implementation of Paperwise, K&B Transportation's document management has been significantly improved, providing a more efficient workflow for the billing and payroll departments. The implementation was carried out in two phases, the first phase being standard document management, which consisted of 20 user licenses logged into the query and six additional users logging into the Portal. Symphony replaced the old web portal that they used before.

The second phase was the implementation of intelligent capture and accounts payable solutions, which is expected to add around six more users. This integration was needed as the previous solution could not fully integrate with the company's processes.

This implementation has brought a significant improvement in the speed of their workflow. With Symphony, they plan to add more customers, allowing them to do their paperwork in the system and, in turn, reducing their processing time.

Paperwise has provided a user-friendly, efficient, and fully integrated solution to K&B Transportation, improving their overall workflow and enhancing their document management process. The billing and payroll departments are the primary users of the system, although other departments, including safety and dispatch, have also benefited from the system. With an integrated solution, K&B Transportation can now effectively pay their drivers and invoice their customers.



How K&B Transportation Uses Paperwise Today

K&B Transportation relies heavily on the Paperwise system to process its daily operations. With a daily load volume of 700-800 invoices, they need a system that can handle high volumes with ease. Moreover, the Paperwise query tool makes it simple for users to locate necessary paperwork with unique identifiers, such as order or trip numbers, to find what they need quickly.

The core group of around 20 users works through workflows, ensuring all drivers' paperwork is to invoice loads and reimburse drivers, making Paperwise an integral part of K&B Transportation's business. They deal with a considerable amount of documentation like proof of delivery and invoices, which makes speed essential to their daily operations. Each load contains an average of 7-10 pieces of paper, so the efficiency of the system's speed is crucial.

Before using Paperwise, the loading time for each paper took between three to five seconds, which would result in operational hindrances. However, with Paperwise's efficient system, they can quickly upload and pull up documents with ease. Moreover, the query tool keeps everything organized, making it easier for users to jump in and find what they need.

Over the last two years, K&B Transportation has continued to utilize its Paperwise solution to its fullest. However, with the new implementation of Symphony, they are ecstatic to take their operations to the next level. Implementing Symphony can help K&B Transportation with web-based solutions, making it more open and modern. With the addition of Symphony to Paperwise, the system will allow the transportation agency to continue processing the massive volumes of daily operations they perform.



700+ INVOICES
HANDLED A DAY



20 USERS
& COUNTING



REDUCED INVOICE
PROCESSING TIME
FROM 1 MINUTE TO A
FEW SECONDS



Does K&B Transportation Recommend Paperwise to Other Transportation Companies?

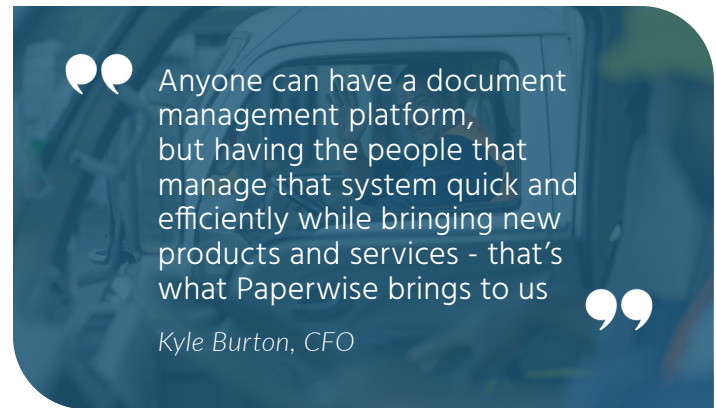
Having worked with various companies throughout their years in business, K&B Transportation has experienced first-hand the complexities involved with implementing a new system. However, with Paperwise, the onboarding process has been seamless and efficient, surpassing all expectations.

K&B Transportation applauds Paperwise for its lightning-fast onboarding, which has been “nothing short of amazing.” Even though the implementation process is complex, the Paperwise team identified and resolved any issues quickly, ensuring a smooth transition. The phased rollout approach allowed for a streamlined onboarding process, which further added to the speed and efficiency of the implementation.

One of the most significant benefits of working with Paperwise is the optimization and speed of processes. As a truck line with 690 trucks, K&B Transportation confirms that document management is necessary for any transportation company. Paperwise has helped them to streamline and optimize processes in the shortest

period possible, something other vendors in the industry could not achieve.

Overall, K&B Transportation highly recommends Paperwise as a reliable and efficient document management system for companies in the transportation industry. With their speedy onboarding, efficient implementation, and optimization of processes, Paperwise stands out among all other vendors.



K&B Transportation’s Favorite Features

QUERY FUNCTION

INFOWISE PROCESS

INTEGRATION CAPABILITIES

Explore the Value of Paperwise

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