



## South Carolina Ports Authority

Esker DeliverWare Platform keeps Cargo Moving for South Carolina State Ports Authority



The South Carolina State Ports Authority (SCSPA), operating three Atlantic ports, moved a record 13 million tons of cargo off 2,533 vessels in 2000. To ensure the rapid, efficient handling of this freight volume, SCSPA has to deliver masses of mainframe-generated paperwork—cargo manifests, customs papers, release orders, and other documents – with turnarounds measured in minutes. To meet demand for fast, multi-format document delivery, SCSPA chose Esker DeliveryWare.

### Configuration

- **System/Applications:** IBM mainframe running proprietary ORION information management system.
- **Required Output:** High-volume automated fax and email, with ability to add web document delivery.
- **Esker DeliveryWare System:** Esker DeliveryWare server, connected to host via TCP/IP, with a capacity of 2,500 documents per day.

### Challenge

The SCSPA competes directly with ports along the East and Gulf Coasts – all vying for billions of dollars in business from international cargo carriers and ground transport companies. In its ongoing effort to meet customer needs and attract new business, SCSPA puts a premium on the fast, efficient movement of freight. (The SCSPA's Port of Charleston, the fourth largest container port in the United States, owns the record for most container moves per hour per crane.)

Information is critical to the ability to move cargo. In the words of Clarita Davey, Manager of Systems Administration for SCSPA, *"Anytime anything happens against any piece of cargo, a document is produced. At any given point in time, we have a couple of hundred documents in the queue on our mainframe."* Freight shippers, handlers, customs agents, warehouse, goods brokers, and ground transport companies need to receive documents in a timely manner to release, transfer, and transport goods with maximum efficiency. Says Davey, *"When a cargo manifest is filed, a document is generated that is distributed to the customs agent or broker's office. Then releases are sent back to us from customs, which generates more documents that are routed to the designated motor carrier, resulting in a truck driver coming to pick up the cargo."*

Complicating information exchange is the fact that customers and partners often have different requirements for receiving information. While ocean and ground carriers often require fax, many port-based personnel prefer email.

### Technical requirements

To handle its high volume of information, SCSPA relies on its own IBM mainframe-based ORION information management system. ORION serves as the information hub for every business interest with a stake in freight handling and shipping. Yet as powerful as ORION is, it has a limited, print-only capacity for document output.

To improve output, SCSPA needed an information delivery solution that would seamlessly integrate with the ORION application and deliver documents in fax and email formats. Speed and agility were critical requirements. The right solution would have to process documents directly from mainframe data; automate document addressing, formatting, and transmission; and deliver in high volume.

### Solution

Esker DeliveryWare, from Esker, proved to be the right solution for SCSPA. Esker DeliveryWare captures data from any host or network-based application, transforms it into widely used electronic formats – HTML, PDF, TIFF, or text – and delivers newly created documents via open or secure web, email, fax, wireless, and print.

Featuring General Document Recognition™ (GDR™), Esker's state-of-the-art intelligent automation technology, Esker DeliveryWare transforms and delivers SCSPA data faster and more efficiently than any other solution. GDR recognises the content of ORION output. Based on this recognition, it instantly generates, addresses, and delivers new documents to the right recipients.

Esker DeliveryWare automation also eliminates any need to modify application-level code – all rules are set at the server within the easy, graphical Esker DeliveryWare Designer.

With Esker DeliveryWare, SCSPA automates and streamlines delivery of critical documents so that customers receive documents with up-to-the-minute information in the fax or email format they prefer. Says Davey, *"Esker DeliveryWare helps us put critical shipping documents in the right hands at the right time."*



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Clarita Davey ■ SCSPA Manager of Systems Administration

## Benefits

For the South Carolina State Ports Authority, Esker DeliveryWare streamlines the flow of information, which in turn helps all of SCSPA's customers and partners move cargo efficiently from the manufacturer across sea and land to the end-purchaser.

Esker DeliveryWare also provides SCSPA with measurable financial benefits. Industry-first automation and ease of use ensure immediate return on the Esker DeliveryWare investment; in a matter of days or even hours Esker DeliveryWare starts delivering vital business information. In operation, Esker DeliveryWare accelerates document delivery and reduces business cycle times, lowers the costs of communication, and improves service levels to every information recipient.

## Futures

Today, SCSPA uses Esker DeliveryWare to deliver information via fax and email — the technologies currently in widest use among their customers. But they also purchased Esker DeliveryWare anticipating that demand will evolve. As recipients transition to Internet business, SCSPA plans to offer web-based information delivery. With Esker DeliveryWare, they can do so virtually overnight — with no impact on service to those who still require fax or email. Today and tomorrow, Esker DeliveryWare is Intelligent Information Delivery™.

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