

Guilford Group Case Study



CSX

Quick Quote - EBusiness Extranet Portal

CSX Corporation, together with its subsidiaries, provides rail-based transportation services in the United States and Canada. The company offers rail services, as well as transports intermodal containers and trailers.

Overview

A detailed analysis of the current state included working with customer service, marketing, sales and business administration. In defining the future state, the goal was to eliminate the need for customer service to look up quotes and inventory availability in separate systems and then create custom quotes for each request. The Gap was focused on eliminating the need for manual intervention, standardizing the quotation process and speeding up the quotation process while decreasing errors by over 95%. The result was an improved process with higher efficiencies and a greater degree of automation.

Core Business Processes Involved:

- Quotation Lookup
- Inventory Availability & Scheduling
- Database Improvement / Indexing
- Real-time Access to Quote / Inventory Information
- User Interface Design
- Data Validation & Testing

CSX – Quick Quote – eBusiness Extranet Portal Application Development

