

# INTERMODAL TERMINAL OPERATION SYSTEM (ITOPS) ENTERPRISE SYSTEMS DEVELOPMENT & SUPPORT

**GUILFORDGROUP**  
*business driven software solutions*





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This transportation company's Intermodal Terminal Operation System (ITOPS) is an application that supports operations at each of the terminals. It helps manage equipment coming in and out of their facilities, security at the gates, down time of equipment, loading and unloading of the rails, bookings and reservations of equipment and more. This transportation company developed the application themselves and while they didn't have any issues with the program itself, they saw a need to have an outside firm support the users of the application on a 24 hour, seven day a week basis. This system is in continuous use by many different people in many different locations, and there needed to be someone available at all times to troubleshoot problems. Headquarters for this transportation company was in Baltimore, and in 2004 they moved their headquarters to Jacksonville, Florida. With the move, they would be losing a significant portion of the knowledge base, as many of the personnel would not be moving to Jacksonville and therefore would no longer be with the company.



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Guilford Group provides service to a Fortune 500 Railroad Company. This company is one of the leading transportation companies in the United States. With revenue of over \$11 billion in 2012, it provides transportation services for goods of all kind by rail, intermodal containers and by truck. They are headquartered in Jacksonville, FL, and operate over 21,000 of track, 70 ports and nationwide transportation services. Their trucking is a division of Intermodal Terminals. They are an Intermodal Carrier (IMC) leveraging their rail network to provide door-to-door service between 20 US metro areas. They utilize more than 400 owner-operators to complete over 100,000 door-to-door loads each year.

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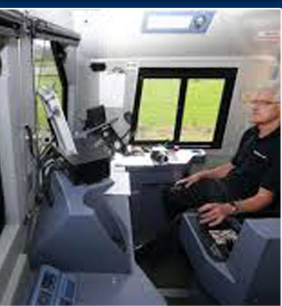


## SOLUTION

This transportation company was already working with Guilford Group on support for a different application. Guilford Group put together a team within its organization and trained them on the ITOPS application. To avoid burnout by the support staff, there are 5 individuals assigned to the team. Each person is on call for a week at a time. This transportation company's Systems Management has the schedule of who is on call, and routes the call to the appropriate person after identifying the problem. There are actually 2 people on call each week, a primary and a secondary. If the primary is unavailable, the secondary is called. Each person on call has different skill sets, so if the primary person on call's skills don't match the needs of the call, the secondary person can be called in. Because of the depth of knowledge that exists at Guilford Group, they have the ability to call in someone with additional skills if needed. All calls are issued a priority level. Priority 1 calls need to be handled immediately, priority 3 calls can wait until business hours.



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By utilizing Guilford Group as the on call support for the ITOPS application, this transportation company has freed up their IT department to work on other matters. Outsourcing the support saves this transportation company the need for having an in house department that provides 24 hour support, and yet provides a superior level of support to their drivers. Guilford Group has been supporting the ITOPS application for over 9 years. Throughout the years, by analyzing recurrent issues they have been able to recommend and implement several system enhancements that reduce support issues, increase reliability of the application and provide efficiencies in the daily operations of the business. In the first quarter of 2013, average response time to handle a Priority 1 call was under 2 minutes. This keeps this transportation company's Intermodal terminals running smoothly, keeps their drivers on the road, and trains on the rails. Because Guilford Group has the knowledge of not only this transportation company, but also of the transportation industry itself, the need to educate them on the business before technical issues can be solved does not exist. Guilford Group understands WHY something needs to be done, and knows HOW to make it happen, without a long introductory period.

