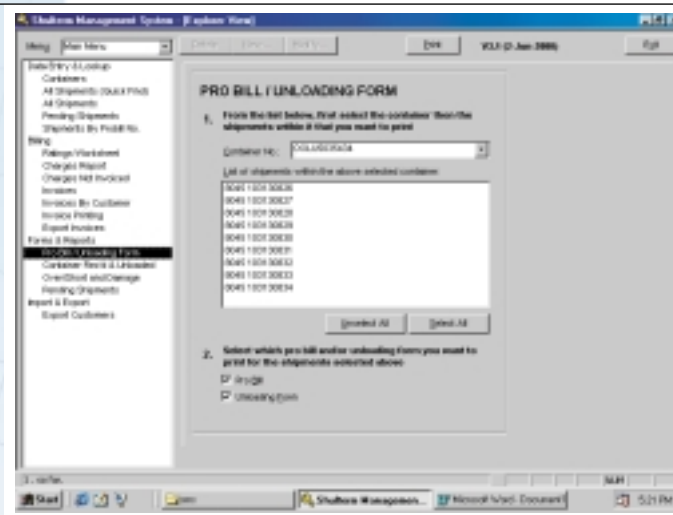


Shulterm, a division of Shultrans

Business Processes Automated with Terra Axis Component Framework for .NET Web-based applications

Company Profile

Shultrans is a Quebec-based company that has specialized in moving freight for nearly a century. It offers a full range of shipping and delivery services, including sufferance warehousing through its division Shulterm. Its vast experience in the cargo industry has enabled the company to build a solid reputation for the transit operations that are necessary for shipments to reach their destination.



The Problem

Until 1998, Shulterm had always carried out information management tasks through a set of manual processes. Its business involves receiving containers from various sources, separating the contents by destination, and preparing the shipments for delivery. Shulterm works with customs brokers, freight forwarders, and government agencies such as Canada Customs, which it must keep informed of delivery schedules, customs clearance, shipment arrivals and departures. All of this was done manually by

searching through stacks of paper and answering queries by phone, fax, and e-mail. This time-consuming, labour-intensive process involved numerous pain-staking operations, and generated very slim margins for the company, not to mention the high risk of error further impacting profitability and customer service.

The often overworked employees could not answer queries quickly enough, which resulted in major partner servicing issues. Swift access to information had become a critical factor for Shulterm in order to remain competitive. The company had two options: hire more staff and cut deeper into profits, or automate the information management processes. A high-tech approach was finally chosen.

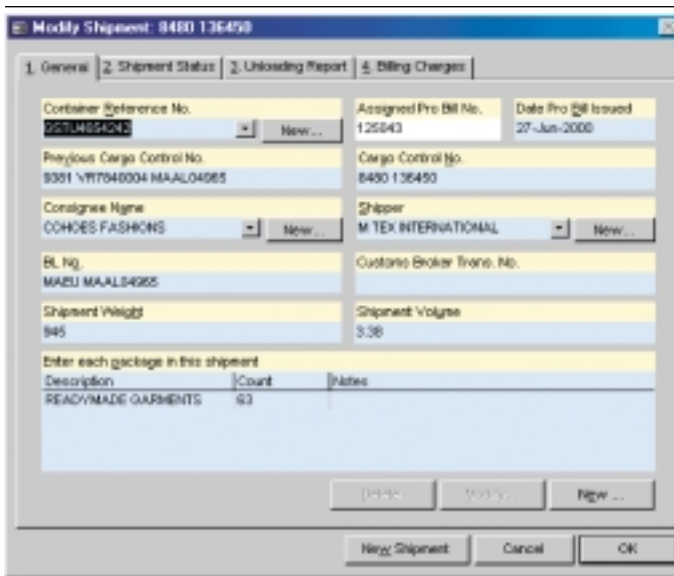
Terra Axis' solution

In 1998, thanks to the expertise and rapid development tools supplied by Terra Axis, Shulterm became the first company in its sector to automate not only data management, but also customer information services. The company set up a website, where its partners could instantly obtain the information they needed, on their own, from a central database where every transaction was reported.



This groundbreaking initiative made Shulterm a Quebec leader in freight warehousing. In fact, by 2001, without expanding its workforce, Shulterm had tripled its business transactions over a three year span, and increased its profits by 300%.

At the beginning of 2002, when Canada Customs issued an industry directive calling on all warehouses to automate every B2B supply chain process between trading partners, Shulterm was obviously ready for the change. Instead of simply implementing a non-integrated 3rd party Electronic Data Interchange (EDI) solution, Terra Axis migrated Shulterm's management systems to its new component framework solution for the accelerated development of Web-enabled applications, based on Microsoft's .NET technology. Shulterm is now able to further benefit from a customized Internet-based business application that integrates all of its management, communication and information operations as well as every regulatory transaction with its trading partners.

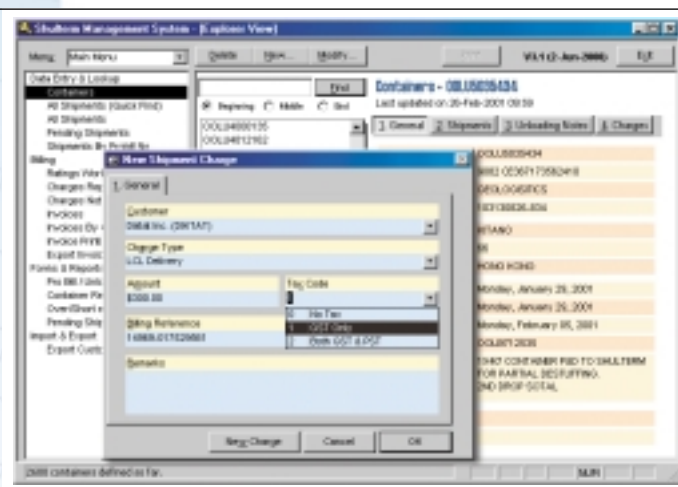


The Results

In less than four years, Shulterm succeeded to go from a 100% manual process company to one of the leading-edge players in its industry. Now performing 30,000 transactions per year, Shulterm has increased its ROI by more than 600% without ever increasing its staff.

Conclusion

Using Terra Axis' tools for accelerated development, among which its unique .NET component framework, Shulterm has gained at least a three-year advantage over the rest of the local freight industry. The company has outpaced not only its competitors, but also the local freight forwarders, and government agencies such as Canada Customs. All its information services, ranging from pre-arrival customs notification to the final delivery order, are now fully automated, easily reconfigurable and scalable to answer the many needs of the company's clients and partners.



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