



Port X Enlists Turvo to Differentiate & Grow Revenue

Culture + Tech Powered by Turvo

Overview

Port X Logistics, well known for its value in providing expedited containerized cargo management, drayage, trans-loading, and OTR trucking, chose Turvo to bring harmony to its supply chain operation. Port X uses the Turvo Enterprise platform, combining Turvo's collaborative infrastructure, visibility, productivity tools, shipment management, Turvo Connect - with custom APIs, Turvo Pay, and Turvo Analytics.

Leveraging the Turvo partnership, Port X built its successful business case with:

- ✓ Non-vessel operating common carriers (NVOCCs) that need complete visibility and around-the-clock runtime, as well as real-time data access.
- ✓ Steamships that want proactive communication and efficient document management, with streamline document access.
- ✓ Beneficial cargo owners (BCOs) with hosts of freight forwarders that all require uninterrupted compliance and visibility measures.

Port X had problems bringing together this diverse group of supply chain professionals with a well-rounded way of enabling collaboration and sharing data before choosing Turvo to lead its legacy.



The Business Challenge

What Problems Did Port X Experience Leading to the Investment in Turvo?

Like many global companies and logistics service providers, Port X found itself in an interesting, albeit cramped, position using multiple, disparate systems with a cumbersome manual management process.



The disjointed process could leave NVOCCs in limbo, uncertain of whether a booking was shared and documented appropriately.



BCOs had limited access to real-time information, and even upon request, the Port X team could take hours to review the information and provide it.



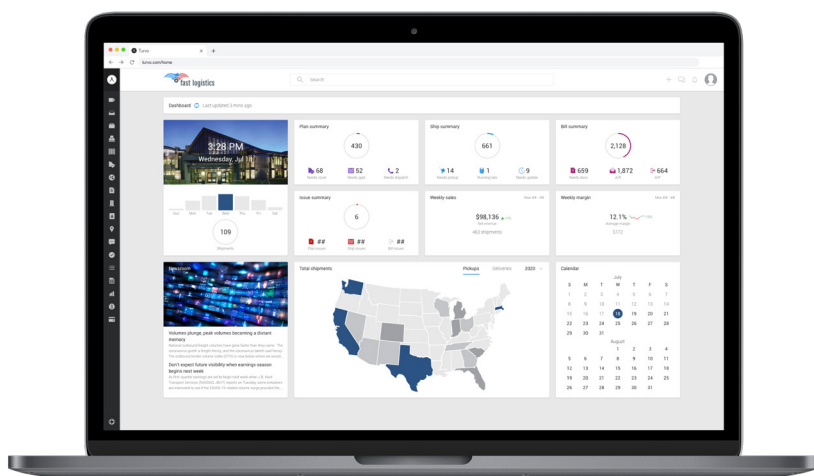
Tracking down the right proof of delivery image, from thousands of files, was a hassle while trying to operate as a trucking company.

Meanwhile, the need for faster responsiveness fell under the microscope within the confines of the COVID-19 outbreak, forcing companies to mandate the use of contactless paperwork. Although Port X Logistics partnered with Turvo prior to the global pandemic, the need for work-from-home capabilities bolstered Port X's existing use of the Turvo platform. It also accelerated the decision to adopt Turvo Pay and Turvo Analytics, as a competitive advantage in the midst of the disruption COVID-19 brought to the global supply chain.



"Turvo helped us transition all our employees and a majority of our customers to working remotely in one day with zero disruption to our business."

Tom Zeis
Partner, Director of Turvo and
Continuous Improvement,
Port X Logistics, LLC

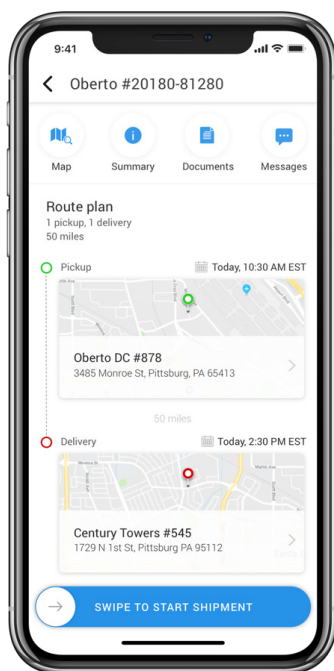


The Turvo Solution

Partnering with Turvo Opened the Door to Visibility

After a thorough review of available logistics solutions, Port X made the decision to unify its logistics management strategy with a Turvo partnership. That partnership creates a culture of excellence amid tech-driven insight and complete visibility into its operations.

Visibility in the supply chain has always been an end goal for all companies. In one example of deploying Turvo's unified solution, a shipper and manufacturer in Germany became a tenant for Turvo under Port X. Port X uses Turvo to manage updates and send status updates. Armed with this information, the German manufacturer can better plan production. Port X can better plan drayage.



Turvo Driver App

The process trickles into the downstream supply chain, gaining additional information as drivers use the Turvo Driver app and its embedded telematics functions to provide complete, end-to-end visibility and status.

Now, drivers could immediately take and upload photos from within the Turvo Driver app. Instead of trying to upload to a third-party cloud resource or trying to leverage the limited functions of an expensive platform, Port X gained everything they needed within a single, collaborative resource.

Since managing the downstream supply chain has a direct impact on the successful loading and unloading of freight at the port, better downstream management enables better management and prevention of demurrage charges. In fact, Port X Logistics leverages the Turvo Enterprise platform to unlock additional value by proactively managing and enabling its "no demurrage guarantee" for NVOCCs and BCOs.





Port X ROI

Convincing Potential Clients of Value with as Few as One Shipment

The sheer scale of Turvo's comprehensive supply chain approach allows Port X to achieve more notoriety with potential clients. Customers now say, "I've never seen anything like this," harkening back to the days of endless emails and calls for a shipment update. Port X users know that their data is accurate, documents and photos are only a click away, and that measuring ROI through Turvo Enterprise and Turvo Analytics is invaluable. Port X continues to work collaboratively, saving resources, and achieving more "Bingo" moments.



A **"Bingo" moment** is the internal Port X phrase used to describe when everything comes together to deliver exactly what the customer needs. Powered with Turvo, Port X can now work faster and more efficiently, creating more "Bingo" moments in both upstream and downstream supply chain management. That's part of what sets Port X apart from its competitors.

Summary



Port X Logistics will see a 100% increase in new BCO and NVOCC clients, and overall savings to the tune of more than \$500,000—and that's only for a fraction of the actual measured value through Turvo Analytics.



Known savings derive from less time spent in data analysis by Port X Logistics staff and more time focused on serving Port X customers/clients.



Port X had the best revenue in April 2020 since August 2019, despite the COVID-19 disruption.



Improved efficiency by 10X



Port X is focused on the best experience for its customers through culture, service, and technology and leverages Turvo to accomplish their goals.



"Our partnership with Turvo is helping us provide visibility for complex transportation moves. All stakeholders up and down the supply chain gain access to the shipment to track container status, view photos of the transload, and have 100% real-time visibility of the driver's progress across the country."

Brian Kempisty
Founder, Port X Logistics, LLC

