

CSX Transportation improves customer relations while streamlining cost with the help of Sterling Commerce



Location

Jacksonville, FL

Industry

Rail Transportation

Business challenge

To establish a cost effective, high performance platform for both internal and external communications

Solution

Sterling Integrator®

Benefits

- Return on investment within 18 months
- Streamline processes
- Flexible business solutions

CSX Transportation

Customer background

CSX Transportation (CSX), provides a crucial link to the transportation supply chain through its approximately 21,000 mile rail network, which serves every major population center in 23 states east of the Mississippi River, the District of Columbia, and the Canadian provinces of Ontario and Quebec. It serves 70 ocean, river and lake ports along the Atlantic and Gulf Coasts, the Mississippi River, the Great Lakes and the St. Lawrence Seaway. CSX also serves thousands of production and distribution facilities through track connections to more than 230 short-line and regional railroads.

Business challenge

While looking to streamline business processes and reduce operating expenses for customers, CSX determined the need for a new mechanism to manage data interchange with customers, vendors,

suppliers, and other railroads. Their previous method of going through multiple VANs for these orders led to a number of issues, such as having no data transformation, limited flexibility, and no ability to determine why a transfer failed. Most importantly, however, was the high cost CSX and their customers were incurring to process electronic data interchange. Their new application would need to offer peer-to-peer communications without requiring them to go through third party VANs, and offer more automated electronic communications. Without a centralized system on their end, CSX required the flexibility necessary to offer their customers the best service possible.

Solution

Sterling Integrator makes it faster and easier to build, deploy, and manage B2B solutions across diverse business partner

“We were able to achieve our planned benefits, and then leverage our investment further for other non-EDI applications. This was part of the vision when Sterling Integrator was purchased, and realizing this vision resulted in savings for those development activities.”

Ralph Ibera,
Technical Director,
CSX Technology

communities. Sterling Integrator is a development and integration platform that eliminates barriers to effective business collaboration and enables the user to extend secure, managed process visibility beyond the edge of their enterprise.

Sterling Integrator has provided CSX with an easy-to-use, cost-effective application, which has optimized and transformed their processing of customer orders and eliminated the high cost of having to go through multiple VANs. In fact, CSX was able to achieve their return on investment within 18 months after the implementation of Sterling Integrator (based on a formal audit completed by CSX).

After implementation, CSX quickly discovered other innovative ways to use Sterling Integrator in addition to EDI Mapping. Sterling Integrator has allowed for Enterprise Application Integration within CSX, and has allowed CSX seamless and secure integration from their existing applications to newly developed systems. They were able to create an internal cash application, which receives a single payment detail from the bank and is then able to be broken down by their individual customers. Over two billion dollars flow through this application annually. In addition, CSX is using Sterling Integrator as a service bus to process GPS events from locomotives and enrich them

with geographic and train assignment data, and then make this information available to downstream locomotive and train management systems.

Key benefits

Sterling Integrator has given CSX a centralized system, eliminating the high cost of having to process orders from their customers via multiple VANs. Return on investment was realized within 18 months after implementation.

Sterling Integrator has enabled CSX to easily extend their automated processes across enterprise boundaries, regardless of their business partners' differing connectivity technologies, policies, procedures, preferences, and priorities. When new trading partners are added, a custom map is built and put into Sterling Integrator. According to Todd Wilson, Manager Business Integration, CSX Transportation, prior to Sterling Integrator, "...the process of adding a new payment company would take up to two days, which can now be done within 10 minutes."

Sterling Integrator enables CSX to seamlessly orchestrate global supply chains and partner communities despite differences in partner size and type. Sterling Integrator has the agility to keep pace with the shifting requirements of CSX's partner community.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers.

Learn more at www.sterlingcommerce.com.

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