

# EXL Solutions for Transportation and Logistics



Globalization, rise of horizontally linked transnational corporations and growing trade between the developed and the developing world has led to an increased movement of goods, people and services across the globe resulting in rapid changes in the global transportation and logistics industry. In such a scenario, organizations are facing multiple challenges in the form of managing effective networks, containing costs and improving efficiencies in an economy recovering from the shadows of a recessionary phase.

EXL solutions enable Transportation and Logistics companies, both asset-based and non-asset based, in the transportation sector, to stay ahead in their market by allowing them to effectively scale up their services, optimize their revenues and costs while delivering exceptional service to their customers. Our years of transformation and outsourcing experience in the transportation and logistics domain help us leverage our offerings to deliver unmatched solutions, ideally suited to the needs of our clients.



## Solutions

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### Supply Chain & Operations Support

- ▶ Network optimization
- ▶ Terminal / DC performance management
- ▶ Freight Bill Entry
- ▶ Terminal Audit
- ▶ Driver logs/ Trip Tickets
- ▶ Track and Trace
- ▶ Customs clearance
- ▶ Cargo management
- ▶ Import/export operations support
- ▶ Supply Chain Management
  - Auto parts delivery to Dealers
  - Order Processing
  - Claims Management
  - Inventory/ Parts Forecasting

### Customer Service

- ▶ Contact Center for passenger and cargo
- ▶ Customer advisory
- ▶ Cargo tracking
- ▶ Web Support
- ▶ Customer complaints administration
- ▶ POD and BOL Follow Up
- ▶ Bookings
- ▶ Cargo Claims
  - Shortages and Damages
  - Adjudication and Settlement

### Finance & Accounting

- ▶ Passenger and Cargo accounting
- ▶ Accounts receivable
- ▶ Accounts payable
- ▶ Payroll and benefits processing
- ▶ Tax accounting
- ▶ General ledger
- ▶ Bank reconciliations
- ▶ Process Risk Management and SOX
- ▶ Procurement
  - Fuel Purchase Audits

### Revenue Management

- ▶ Freight Classification
- ▶ Rating
- ▶ Customer Matching
  - Database Management
- ▶ Freight Bill audits
- ▶ Customer specific Invoice Audits
- ▶ Pricing Implementation
- ▶ Invoice presentment
- ▶ Freight Payment Audits
- ▶ Freight Payment Agency Reject Management
- ▶ Cash Application
- ▶ Invoice Resolution
- ▶ Collections

### Logistics

- ▶ Campaign management
- ▶ Rate quotes
- ▶ Sales support / Up selling – online and e-mail
- ▶ Tariff updates
- ▶ Online sales support
- ▶ Carrier Management
- ▶ Supply Chain Management
  - Inventory
  - Logistics
- ▶ Logistics Engineering and Carrier Contracting

### Decision Analytics

- ▶ Shipment Trends and Capacity Planning
- ▶ Market information aggregation and analysis
- ▶ Competitor benchmarking
- ▶ Predictive Modeling
- ▶ Positive Revenue analysis
- ▶ Tariff and transaction analytics
- ▶ Customer Churn Modeling
- ▶ Bill Accessories Modeling
- ▶ Cost Containment and Revenue increase gain sharing

## Some of our Clients

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- ▶ A Leading US Transportation Services Provider
- ▶ A Leading US Truckload Carrier
- ▶ A Large US Trucking & Transportation Company
- ▶ A Leading Global Logistics Company

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*EXL (NASDAQ: EXLS) is a leading provider of Transformation and Outsourcing services to Global 1000 companies in multiple industries including insurance, banking, financial services, utilities, transportation and travel. Our solutions integrate our knowledge and experience in Decision Analytics, Financial & Risk Management, Operational & Process Excellence, Re-engineering and Integrated Transaction Processing to provide our clients with immediate business impact and long term financial value. We customize our solutions to improve the economics of business performance, transform organizations to be leaner and more flexible and provide a competitive edge in the marketplace. EXL leverages its highly qualified and experienced professionals at its offshore, near-shore and onshore locations to address our clients' present challenges and prepare them to Go Next. Now. to effectively address future challenges.*

### Global Headquarters

280 Park Avenue, 38th Floor, New York, NY 10017, U.S.A.T: +1.212.277.7100, F: +1.212.277.7111

United States | United Kingdom | Czech Republic | Romania | Bulgaria | India | Philippines | Malaysia

