



Sydney Ramoorthy ... advanced file tracking functionality.

‘Software system features add competitive edge’

When it comes to project cargo, co-ordination is key. Which is why it’s crucial that any software system helps the operator to manage the status of each file involved in the project, says Sydney Ramoorthy of Core Freight Systems.

“CoreFreight has advanced file tracking functionality which maintains a record of each key process step as it occurs,” says Ramoorthy. “This provides a log of the user who has taken the action along with a date and time stamp on the activity.

“In addition an audit trail of when the electronic files have been passed from one user to another provides management with the ability to identify bottlenecks and circumvent these as required.”

Comprehensive reporting is available both online and as excel output, he added. “This is used for both internal monitoring of transaction process flow and to report service level performance to clients as required.

“Escalation of events that have not met predefined time periods is also available.” There are three levels of escalation that can

be set up within CoreFreight.

“First is to the responsible user himself, then perhaps to a supervisor and after that to a manager. Issues are only escalated when they exceed the period allowed for resolution at the previous level.”

The intention behind the application is to proactively identify potential problems and provide the opportunity for each responsible individual to manage them accordingly, he said.

Ramoorthy believes the “Personal Task Manager” used by each operator on CoreFreight is another pertinent feature of the application. “This functionality groups files logically according to where they are in the transaction process, allowing the individual to view the status of his workload at a glance and drill down to specific files for action as required.

“With a little imagination it becomes obvious that the benefits of the system that will accrue in the project environment are equally relevant to the general operation of an agent’s business – and we believe it’s what helps to provide competitive edge,” he said.