Freight claims management enhances 3PL service

Progeny Logistics: Streamlined freight claims with centralized document management and reporting, enhancing visibility and customer service

Progeny Logistics is a third-party logistics provider (3PL) offering freight claim management services to clients. In business since 2006, the family-owned company maintains a strong focus on customer service and fair pricing.

In addition to freight claim management, Progeny works with clients through a holistic approach, offering additional services such as warehouse consulting and accompanying their clients to meetings as needed. With a focus on freight claim management, Progeny needed a robust solution to best serve their clients.

Centralized information solves frustrations

Before opening Progeny Logistics, company president Jim Hicks worked in manufacturing. At that time, claim filing was done manually, and there was very little data visibility.

"We were kind of frustrated because you didn't have that central repository of information," he said. "And when you did get it, it wasn't confined to certain reporting formats."

While working in manufacturing, Hicks first heard about Infios's Claims Management software. At the time he started Progeny Logistics, he knew he needed a system, and Infios's offering was the only freight claim management software on the market. The choice was simple.

That was in 2006. Hicks knows that today there are other freight claim solutions available. Has he ever investigated those alternatives?

At a glance

Challenge

Third-party logistics provider Progeny Logistics needed a robust freight claim management platform to support holistic logistics services for clients.

Solution

Centralized document management and reporting streamlines freight claim management, improves visibility, and supports exceptional customer service.

Results

Infios Claims Management software reduces manual processes and errors, automates time-sensitive communications, and identifies root causes to prevent recurring freight claims.

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"No. Because when you have a Cadillac or a Lexus, you're not going to look for a Ford," says Hicks. "So subsequently, why waste time when you got a system that's working and providing you the information that you need?"

"The system that we've got in Infios Claims Management is the best, and they continue to add additional functions and features that enhance work management."

Architecture and support streamline clients' workflow
Progeny Logistics found that Infios Claims Management's productivity features productivity features streamline their clients' freight claim management.

Progeny's clients enter their claims into the system and follow up with carriers after entry. The claims software automatically generates reminder letters for the carriers at 30-day intervals, and Progeny Logistics uses these letters to streamline carrier follow-up.

The claims software also allows Progeny Logistics' clients to view their claims information in one central location. Progeny Logistics enters all clients' claim information into one Infios Claims Management account, and read-only access specifies the clients that can access certain information. There's never cause for concern about client data being changed or viewed by the wrong parties.

Infios's training and ongoing support provide additional value for Hicks and his team.

"Mary Ann at Infios is outstanding at teaching and getting the folks through any issues that they have with regards to entering the system and understanding what it is," he said.

Between Infios support and the software itself, Hicks is pleased to be working with Infios Claims Management.

"They never lead you astray," Hicks said. "I definitely know that."

Spot trends to reduce freight claim causes
Progeny Logistics works with clients to reduce their exposure to freight claims. They can use the claims software to find specific claim-causing problems, such as receiving issues with a particular customer. This allows their clients to correct the problems and reduce their claim costs.

"It makes life so much easier because you have a built-in system, and you can create your own reports," Hicks said.

Progeny used Infios Claims Management to reduce one client's claim losses by 50–75%, thanks to product features that Hicks can look at in the software to determine root issues.

"We would take a look at it and use it for determining which carrier may be having an issue, [or] which carrier may be having an issue going to a specific customer or a specific location," Hicks said, adding the tool works the same way on the shipper side. "You can determine which shipping location is doing a better job than another location."

Progeny uses the data to compare a shipping location with a high number of claims to a similar location producing very few claims. Using this method, Progeny clients can understand what the shipper is doing that is resulting in damages, allowing them to correct the issue. Visibility isn't limited to shippers either. Hicks can filter data by shipper, carrier, shipping location, customer, or even by product.

Smart solutions depend on expert support

No shipper focuses their attention on claims. While a manufacturer, distributor, or retailer may build their company on customer service or quality products, they won't likely grow a business based on their talents to manage freight claims. Similarly, it doesn't make sense to invest toward in-house software development for claims management—if that's not your area of expertise.

"That's just not the focus. That's why outsourcing is very valuable in this area," Hicks said. "The other thing [companies] need to realize is that claims are not a value-added trait to the supply chain system. Subsequently, anything that you can drive down from a claims scenario is a safe sale, and it increases your sale dollar."

Many companies don't realize how many claims they experience. Again, as Hicks explains, shippers aren't generally focused on freight claims. That doesn't mean they have to be ignored. With an expert partner, freight claim management gets the attention it needs to deliver value to your bottom line.

ABOUT INFIOS

Infios provides powerful transportation management solutions proven to be a competitive advantage for today's most successful shippers, 3PLs, freight forwarders, brokers, and carriers. Through the continued release of innovative, results-driven technology and a commitment to making customers successful, Infios delivers exceptional value for TMS users through improved productivity and operational efficiency.

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