

NEWS RELEASE

For Immediate Release

**EIS DELIVERS NEW ENTERPRISE SOFTWARE SOLUTION FOR
REGIONAL LTL CARRIER**

- Newly Developed Computerized Dispatch Application Provides Significant ROI for Carrier -

Downers Grove, IL, January 8th, 2003 – The Transportation Practice of Enterprise Information Solutions, Inc. (EIS), a systems integration and computer engineering firm, announced results from the deployment of a cutting edge new pickup dispatching computer system it developed for a regional LTL carrier. Following six months in use in a production setting of one of its major LTL clients the expected productivity improvements and other benefits used to justify the project have more than justified the carrier's ROI expectations.

The EIS computer application system was rolled out to the client's dispatchers, who deal with a 350-unit fleet performing up to 2,200 pickups per day, in early June of 2002. Prior to this introduction, the carrier's dispatchers did not use any type of computer applications in performing their daily activities, relying instead on printed pickup requests, driver cards and trailer cards, which were manually sorted and assigned to a driver. Despite the lack of previous computer experience, however, the entire dispatching department made the transition from the manual process to the EIS computer system in a matter of two short weeks due to ease of use.

Key to this quick adoption rate is the unique user interface design of this new dispatch solution that relies heavily on advanced graphical elements and the standard technique of "drag and drop". "The system needed to be quick, flexible and able to keep up with minute-by-minute changes that occur during LTL dispatch operations," said the operations manager for the EIS client. "We've found this application to be all of that and more." On a single screen, a dispatcher can view all the pickups assigned to a specific geographic region with details including customer, ready and close times, and expected volumes. They can also see the runs and equipment assigned to cover that region as well as the pickup requests already assigned to each run and their status.

To maximize the information presented to dispatchers without crowding or clouding their view, color is used extensively to note fulfillment status, special handling requirements, volume shipments and other issues that the company wishes to have dispatchers aware of in their decision making process. Most importantly, the act of assigning pickup requests to a run or changing the status of a request requires nothing more than the use of a mouse.





Enterprise Information Solutions, Inc.

Enterprise Information Solutions, founded in 1994, developed this cutting edge application as a core component of its pre-existing EIS Transportation Solution Set™ built entirely in the Java™ programming language and the Swing components from the Java™ Foundation Classes (JFC). Beyond the innovative user interface, another critical technical component is full integration to a centralized database that takes place as individual assignments are dropped onto a run. This allows multiple dispatchers to view and work with the same sets of information without fear of duplicating or contradicting the actions of their co-workers.

The client estimates that the use of this integrated system has allowed their dispatchers to spend 15 percent more time focusing on the actual task of the dispatching process, as dispatchers no longer need to perform redundant manual reporting. An even greater productivity impact has been seen in related departments since dispatch data is now available for integration into the processes of billing and dock management on a near real-time basis. Since the new application is much simpler to train temporary staff to use than the former manual process, the new application has made it far easier to respond to situations when individual dispatchers are out sick or pulled away from dispatch for a period of time. The carrier also expects to realize improved equipment utilization through inclusion of “drop and hook” functionality, which offers operations a much greater ability to track the current locations of its equipment. Beyond these measurable benefits, they have seen a definite upswing in dispatcher morale. "I was a bit unsure at first," commented a veteran dispatcher, "but not having paper to push around and keep track of has really made this system easy."

EIS is already in the process of rolling out this same application for a second LTL client and is planning to utilize this innovative approach to dispatching either within the framework of an existing system or deployed as part of its larger, functionality rich Enterprise Transportation Management offering.

About EIS

Enterprise Information Solutions, Inc. (EIS), headquartered in Downers Grove, Illinois is a systems integration and computer engineering firm dedicated to deploying cutting edge technology solutions based on Open Systems and Open Source components. Founded in 1994, the EIS Transportation Practice focuses on solutions related to the specific challenges of the transportation and logistics industry and has participated in the development and implementation of many high profile projects for some of the biggest names in the business.

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