

1

## SUCCESS STUDY: PITT OHIO



PITT OHIO is a transportation solutions provider of less-than-truckload, truckload, supply chain solutions and ground services in the Mid-Atlantic and Midwest United States.

### CHALLENGE

Delivering a premium-priced service that required nearly 100% of a CSR's time.



### RESULTS

PITT OHIO leveraged RPA to realize big benefits, including:

- Eliminated 100% of routine CSR effort.
- Applied 95% of each CSR's time to high-value work, rather than manual activity.

"We're seeing a 95% reduction in manual effort from our Customer Service Representatives. Kofax Kapow handles what our users were doing, automatically, more consistently and more accurately." - **Darren Klaum, Director of Business Systems, PITT OHIO**

