

Therefore™ Case Study

3x34 Transport AMBA



## 3x34 Transport AMBA: Offering the best possible customer service

3x34 is a transportation company which serves private and public clients throughout all of Denmark. 3x34 provides a variety of services such as deliveries, moving services and crane transport. Additionally, services such as warehouse storage, cargo delivery, removal, and courier services are offered. 3x34 is proud to be the largest company of its kind in Denmark, with over 250 vehicles in its fleet.

With more than 40 years of experience, and offices in Copenhagen and Odense, 3x34 is proud to provide excellent customer service.



3x34 Transport AMBA  
[www.3x34.dk](http://www.3x34.dk)

## The Challenge:

With such an extensive range of customers located across the entire country of Denmark, 3x34 deals with a lot of paperwork. Delivery notes in particular quickly accumulate, adding up to 7000 paper delivery notes each month which document each delivery. Prior to installing Therefore™ they were scanned in and indexed by an external company. Due to frequent mistakes, each file had to be manually checked for errors before being imported into the ERP system. This was a huge waste of time for the staff, as well as big financial drain!

As a result of the large amount of paperwork, and the corresponding hassle, 3x34 needed a solution fast! Canon provided two ImageFormula DR-5010C scanners and one HP ProLiant DL320 server as well as Therefore™ Business Edition with Capture Client licenses for easily scanning in paper documents.

**“Thanks to Therefore™ software and to Canon, we have been able to work more efficiently as well as improve our customer service!”**

**Kenneth Lind, IT Administrator**

## Using Therefore™:

Using Therefore™ the process for managing and processing delivery notes has been greatly improved. As before, drivers fill out the delivery note, with information such as a reference number, price, lorry number, account number and a unique identification number. The unique identification number is printed with a barcode allowing for automatic indexing which helps decrease user errors. Other index fields are filled in manually, since that information is hand written by drivers. These forms are scanned in every month and exported to their ERP system via Therefore™ API and their own developed solution. The data is then used to charge the customers and pay the drivers.

The advantages of the system are instant access to information. When a customer calls to query the status of an order, 3x34 can easily perform a search in Therefore™ and provide all information to the customer. In addition, 3x34 has implemented Therefore™ Web Access for a selected group of their largest customers which allows the customers to look up the status of their order directly in Therefore™. Using the Account Number, only orders belonging to the customer are visible, which keeps the system secure yet highly effective.

In sum, Kenneth Lind, IT Administrator at 3x34 says, “Thanks to Therefore™ software and to Canon, we have been able to work more efficiently as well as improve our customer service”.

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**Therefore™**  
PEOPLE PROCESS INFORMATION