TRAFFIX
MANAGED TRANSPORTATION IMPLEMENTATION METHODOLOGY

METHODOLOGY

Overview of TRAFFIX' integration, pre-deployment, and deployment phases

TRAFFIX' implementation methodology **consists of a proven 5-phased approach** built on project management best practices. Each phase is tailored to your business and the agreed upon solution design. Weekly calls are established to meet as a group to ensure alignment around key decisions and open items.

DISCOVERY		
	☑ Project Team selection	☑ Requirements gathering
	☑ Kick-off meeting	☑ Process mapping

PLAN		
	☑ Map processes, SOPs	☑ Define interfaces
	☑ Define training/transition plan	☑ Gather network information

BUILD		
	☑ Build interfaces, users, reports	☑ Upload facilities, commodities
	☑ Upload trade partners	☑ Establish baseline, cost savings

TEST		
	☑ Internal interface testing	☑ End-to-end testing
	☑ Test optimization parameters	☑ Customer training

DEPLOY & STABILIZE		
	☑ Deployment readiness prep	☑ Phased network roll out
	☑ On-site support (if needed)	☑ Hypercare support

CUSTOMER JOURNEY

A detailed overview of your journey from discovery to execution

PHASES			
Business Processes	**Services Key Activities**	**Measurement/ KPI's**	**Technology Key Activities**
SELECTION **Account Setup**	• Execute Contract • Communicate to TRAFFIX Shareholders • Set go-live and imp. plan • Identify core team • Formalize implementation team • Account setup	• Volume Under Platform (VUP) • Freight Under Management (FUM)	• Platform demo • Integration approach • Technical requirements validation • Customer sign-off
IMPLEMENTATION **Onboarding**	• WOW session to validate SOW and develop plan • Align & mobilize resources • System integrations • Develop procurement strategy • Finalize business rules for execution • Revisit SLA's	• Baseline Network Cost • Annual Budget • Definition of successful partnership • Formalized WOW	• Formalize integration approach & scope • Build interfaces • User and business rule system configurations • Integration testing
DELIVERY **Plan**	• RFP & Bid Management • Carrier procurement and contracting • Finalize routing guide • Order planning & optimization • Finalize governance plan in place	• Projected cost savings or avoidance • Carrier responses	• User testing • Business rule testing • Optimization testing • Routing guide build and testing • E2E testing
Execute	• Mode and Carrier Selection • Shipment Execution • Track & Trace • Exception Management • Visibility • Coordinate Location Activity	• OTP, OTD, Tender Acceptance • In-Transit Exceptions • Customer-Specific KPIs	• Monitor for gaps in visibility to orders or shipments • Workflow board to support lifecycle of load • Setup exception alerts
Settle	• Carrier Invoicing • Freight Audit & Pay Setup • Freight bill dispute resolutions • Cost allocation • GL Coding • Claims	• Pay within terms • Dispute % • Claims % • Customer-Specific KPIs	• Configuration of GL Coding • Automated document retrieval
Measure	• Dashboards • KPI Management • Plan vs Actual • Network Performance • Lost Opportunities • Operational Performance • Carrier Performance	• Tracked Loads • Budget Performance	• Develop reports and scheduling • Qlik/Reporting access configuration
RENEWAL **Improve**	• Data-driven CI plan • Corrective Action • Benefits Summary • MBR, QBR, ABR	• Improve on service, delivery, or cost	• Implement process auto • Drive efficiency and lower cost to serve
Renewal	• Contract performance review • Proactively evaluate scope and customer profitability • Strategy and extension	• Renewal conversion	• Enhancements aligned with customer roadmap