



Cleargistic

A “TUG & TOW” SUCCESS STORY

THE COMMON THEME

Knowledge is power. And in an increasingly digital age, information is literally right at your fingertips. Computers fit in your pocket. And storage is conveniently managed in the cloud...or is it? This is the question that haunts the efficiency and success of countless companies, many of which are finding themselves straddling the proverbial fence of necessary documentation and next-gen greener pastures. Maybe you're looking for ways to optimize efficiency without giving up the data so valuable to your business. There is a better way. E.N. Bisso & Son is a prime example of a company always looking for that better way.



Location
Madisonville, Louisiana

Type
Private sector

Web Site
cleargistix.com

THE COMPANY

Founded in 1880, E.N. Bisso is a family-owned, multi-generation, leading U.S. Gulf Coast provider of harbor tug and towing services. Working primarily along the Lower Mississippi River, E.N. Bisso provides a mixture of ship-assist services for the docking and undocking of oceangoing vessels and tug/barge combination units. Their scope of operations encompasses the Lower Mississippi River, spanning five port jurisdictions as well as Gulfport, Mississippi, where they operate as Gulfport Towing. Their growing fleet comprises fifteen vessels, including a blend of five modern tractor-class/equivalent tugs along with conventional twin screw tugs servicing the varied needs of cargo vessels that call in one of the nation's largest port complexes.

THE DILEMMA

Looking to continuously improve operational efficiency, E.N. Bisso realized that their current processes and existing marine industry-specific enterprise software system did not optimize efficiency and wanted to find a solution that was cost-effective, user-friendly, flexible and adaptable.

In short, E.N. Bisso was in search of a next-gen solution to an age-old job function, and there were many questions. How might dispatchers improve upon their ability to log and categorize work orders, job details, and field operations? In what ways might technology work to streamline the company's accounting processes, creating a system that could lead to enhanced billing practices and greater customer service? What could be employed to optimize workflow and reduce phone calls between dispatch and the vessel captain? As E.N. Bisso continued to move away from paper job logs and the constant need for phone calls to exchange information between the field and the office, the company was constantly looking for ways to improve cross-departmental operations, including the transfer of information between departments, with a vital push toward making company data universally accessible.

THE VALUE PROPOSITION

Enter Cleargistix— a digital field ticketing solution that manages job dispatch, routing, and workflow, providing a light, fast, quick, & easy solution to replace paper forms to capture revenue, activity, and other mission-critical information. In general, the Cleargistix solution is able to streamline workflow and simplify business operations by eliminating inefficiencies that accompany paper forms, or the challenges that arise when integrating difficult and expensive enterprise-level software. With Cleargistix, companies can document

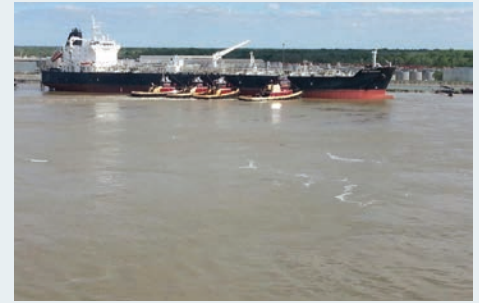
**The
Cleargistix
solution
is able to
streamline
workflow
and
simplify
business
operations.**

jobs, easily create and customize tickets, monitor productivity, and track safety, hours, costs, and field certifications, with real-time communication between dispatch, accounting, and crews in the field.

THE SOLUTION

In response to E.N. Bisso's specific vision, Cleargistix provided a solution that eliminated the need to document activities multiple times in multiple places. The next-gen software solution coordinated their interdepartmental data by making job details, billing logs, and vessel logs accessible in a single solution, thus ridding E.N. Bisso of the need for time-consuming, duplicative recording. Cleargistix also helped E.N. Bisso to improve efficiencies in the job dispatch process by replacing phone calls with text alert communication. Captains now receive a text message when they have a job; Cleargistix displays each job's details in full, telling the captain where to go, what to do, and with what people and equipment. In one simple step, the captain can acknowledge the job receipt, view the job's requirements, and communicate the job's completion. E.N. Bisso's partnership with Cleargistix maximized efficiency.

In addition to expediting E.N. Bisso's work processes, the Cleargistix solution created technological doors of communication between the company's departments. Prior to the implementation of Cleargistix, E.N. Bisso resolved



Cleargistix

Cleargistix's digital solution reduces costs, minimizes company DSOs, and increases field-to-office communication



COSTS



DSO'S





communication difficulties through the introduction of a shared application. Cleargistix integrated job setup, billing logs, vessel logs, and accounting data on a platform that is accessible companywide. The Cleargistix partnership not only enhanced E.N. Bisso's efficiency, cutting down on time spent transferring physical documents between departments, but also provided a forum that cultivates sharing business data between departments.

E.N. Bisso understood that the company could save costs by eliminating paper from their business processes and making a switch from their then-used marine industry-specific enterprise software system. The Cleargistix solution also helped E.N. Bisso shorten the time between billing and payment by removing the time-consuming process of transferring job details, billing logs, and vessel logs from paper to computer, thus making it easier to track jobs, create invoices, and prevent document oversights. The advantages of making these changes are numerous, and none more vital than the ability to collect and secure information and mission-critical data.

THE PARTNERSHIP

The Cleargistix and E.N. Bisso partnership helped the company to increase its efficiency, enhance its companywide communication, and cut costs in multiple sectors. The solution is light, fast, quick, & easy, providing companies with a user-friendly setup and a powerful solution that requires minimal customer support.

Our work with E.N. Bisso is just one example of the power of Cleargistix, a digital field ticketing solution that's effective for all industries that want to connect field services with the office. In addition to the marine environment, our solution can be applied to everything from the construction industry to the oil and gas service industry. Cleargistix can solve the paper problem and revolutionize the way companies manage job information flow and the way they collect, communicate, and utilize field data. The transition from paper to digital is fast, quick, & easy with Cleargistix.

**Cleargistix
provided
E.N. Bisso a
forum that
cultivates
sharing of
business
data.**

Cleargistix

Contact us at info@cleargistix.com
or visit cleargistix.com for more
information