

COMPANY:

Affiliated Computer Services, Inc.

PROJECT:

PrePass System



CUSTOMER NAME:

# Affiliated Computer Services, Inc.



Affiliated Computer Services, Inc. turns to Neudesic to automate interaction between ACS and its customers in order to handle a growing volume of transactions, reduce increasing labor costs, and provide better service to customers.

## Industry

- Public & Private Commercial Transportation
- Business Process Outsourcing
- Information Technology Outsourcing

## Products

- Microsoft ASP.NET 2.0
- Microsoft BizTalk Server
- Microsoft .NET 3.0
- Microsoft .NET Framework 2.0
- Microsoft Office SharePoint Server 2007
- Microsoft SharePoint For Internet 2007
- Microsoft SQL Server
- Microsoft Visual Studio
- Microsoft Windows Communication Foundation
- Microsoft Windows Server 2003
- Neudesic Neuron-ESB

## Challenge

- Automate interaction between ACS and its customers in order to handle a growing volume of transactions, reduce increasing labor costs, and provide better service to customers
- Integrate customer relationship management and financial systems with automated business processes

## Solution

An automated, self-service web site that provides customers with product information, allows new customers to sign up online for services, and allows existing customers to maintain their accounts online.

## Benefits

- Reduced labor costs
- Integration and reuse of investments in existing applications, systems and infrastructure
- New found business agility in managing business processes
- Greater operations efficiency
- Increased capacity to handle new customer volume
- Most all new accounts processed through the new automated system
- While new account processing once took 7-10 days, 84% of new web-ordered accounts are now processed within 48 hours

## Project Highlights

- ACS's PrePass System helps keep traffic flowing and reduces state government operational costs while helping to ensure the safety of all drivers
- ACS's PrePass System handles more than 90% of the nation's electronic pre-clearance of commercial vehicles through 280 sites in 28 states, processing approximately 4.7 million bypass transactions each month
- Neudesic's solution provided an automated self-service web site that serves as a front-end to a highly distributed service oriented architecture. This greatly reduces labor costs while providing the capacity to handle a higher customer volume and leverage new and existing assets and systems
- Customer satisfaction levels have risen as the capacity to handle more and more customers has increased, and processing time has decreased
- Greater efficiency is allowing ACS PrePass to handle the dramatic increase in volume of traffic associated with interstate/intrastate trucking that will come in the next few decades, while allowing them to introduce new value-added products and services

"On-Line Customer Self-Service is no longer an enhancement, it is an expectation. The unexpected was our return on investment, not only in operational efficiency but through the realization of service-oriented, connected systems and leveraging our legacy investments while positioning our program for future growth and flexibility."

**Cathi Chinn**

Program Management Director, CVO Technology & PMO



# AFFILIATED COMPUTER SERVICES, INC. PREPASS SYSTEM SQL/Business Intelligence

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## THE COMPANY

Founded in 1988 by Chairman Darwin Deason, Affiliated Computer Services, Inc. (ACS) is a premier provider of diversified business process outsourcing and information technology outsourcing solutions to commercial and government clients worldwide. Based in Dallas, ACS is a Fortune 500 company of 58,000 people supporting client operations reaching 100 countries. According to ACS, “It would be hard for you to go through a day without encountering the products or services of our many clients in communications, education, energy, financial services, government, healthcare, insurance, manufacturing, retail, travel, and transportation.”

## THE CHALLENGE

ACS’s Commercial Vehicle Operations Division provides a transponder-based system called PrePass that allows truckers to be instantly screened at weigh stations and other checkpoints throughout the United States. Professional commercial drivers whose vehicles are equipped with PrePass use an onboard transponder to

communicate with a weigh station or check point’s system, providing the driver’s safety record and details about the vehicle’s weight and size. Using a green or red light, the transponder alerts the truck driver whether to proceed or to pull in for further inspection. ACS’s PrePass system handles more than 90% of the nation’s electronic pre-clearance of commercial vehicles. ACS currently has 280 sites in 28 states facilitating approximately 4.7 million bypass transactions each month. By enrolling only the safest carriers, PrePass enhances highway safety and efficiency, freeing state weigh and inspection operators to concentrate on unsafe vehicles. All customer service and interaction between ACS and its customers was being handled by phone and by mail, resulting in a high volume of phone calls and in turn, labor costs. ACS recognized that it would greatly reduce operating costs and increase efficiency within its own organization by automating some of these processes, thus providing much better service to its customers.



## Project Highlights

- ACS's PrePass System helps keep traffic flowing and reduces state government operational costs while helping to ensure the safety of all drivers.
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- Neudesic's solution provided an automated self-service web site that serves as a front-end to a highly distributed service oriented architecture. This greatly reduces labor costs while providing the capacity to handle a higher customer volume and leverage new and existing assets and systems.
- Customer satisfaction levels have risen as the capacity to handle more and more customers has increased, and processing time has decreased.
- Greater efficiency is allowing ACS PrePass to handle the dramatic increase in volume of traffic associated with interstate/intrastate trucking that will come in the next few decades, while allowing them to introduce new value-added products and services.

"With key technology investments within the Microsoft .NET platform managing our mission-critical transactions, we can focus on our core business and services while driving customer satisfaction and creating value-added services that secure our position as a leader within our industry."

**Cathi Chinn**

*Program Management Director, CVO Technology & PMO Affiliated Computer Services, Inc.*

### THE SOLUTION

ACS envisioned a solution consisting of a web site that provides potential customers with information about the PrePass System and makes it possible for them to apply online for PrePass Services, while allowing existing customers to maintain their accounts online. Neudesic was called upon to partner with ACS to create a leading edge web property that provides customer self-service capabilities. In so doing, Neudesic executed on a "Platform not Product" vision to automate key business processes and integrate essential back-office systems including customer relationship management and financials. Neudesic leveraged the best that the Microsoft platform has to offer coupled with Neudesic's own Neuron-ESB to deliver on the PrePass.com vision.

### THE BENEFITS

With the implementation of the new PrePass.com web site, ACS has been able to greatly reduce the labor cost of answering incoming phone calls. In fact, today, most new PrePass customer enrollments are originating from the PrePass.com automated customer service system. While the PrePass enrollment process once took 7-10 days, 84% of all enrollment on the web is now processed within 48 hours. The site has also created a much greater efficiency within ACS's Commercial Vehicle Operations, allowing for the PrePass System to take on an even greater volume of customers. While ACS already serves 90% of the nation's electronic pre-clearance of commercial vehicles, the volume of vehicles, and thus transponder transactions, is expected to increase dramatically over the coming decades as there are more and more trucks on the road. PrePass.com is ensuring that ACS is ready to handle the additional volume of customers without any reduction in customer satisfaction.



#### ■ About Neudesic

Neudesic is a Microsoft National Systems Integrator and Gold Certified Partner with a proven track record of providing reliable, effective solutions based on Microsoft's technology platform. Neudesic's technical and industry expertise empowers enterprises to enhance their technological capacity and respond to business opportunities with a greater level of efficiency. Neudesic was established in 2001 and is headquartered in Irvine, California. Neudesic offers its products and services nationwide with offices located throughout the United States, and a global presence based out of Hyderabad, India. For more information about Neudesic's products and services, call (800) 805-1805 or visit our web site at [www.neudesic.com](http://www.neudesic.com).



## AFFILIATED COMPUTER SERVICES, INC. PREPASS SYSTEM

# PrePass System

# NEUDESIC'S MICROSOFT-BASED SOLUTION PROVIDES ACS WITH SUBSTANTIAL ROI

## Neudesic's PrePass Solution Readies ACS for Future Growth Using Microsoft Office SharePoint Server 2007

IRVINE, CALIFORNIA – March 3, 2008 – Neudesic, a leading Microsoft National Systems Integrator and Gold Certified Partner, recently ranked # 197 on the Inc. 500 List, has announced the release of an innovative new solution based upon Microsoft Office SharePoint Server 2007.

Created for Affiliated Computer Services, Inc, the new PrePass.com Customer Service system is supporting ACS's efforts to revolutionize how state governments screen large commercial trucks on U.S. highways, and this technology was built on the SharePoint Server 2007 platform. ACS's Commercial Vehicle Operations Division provides a transponder-based system that allows truckers to be instantly screened at weigh stations and other checkpoints throughout the U.S. ACS currently has 280 sites in 28 states, facilitating approximately 4.7 million bypass transactions per month. By enrolling only the safest carriers, PrePass enhances highway safety and efficiency, freeing state weigh and inspection operators to concentrate on unsafe vehicles.

All customer service and interaction between ACS and its customers was being handled by phone and by mail, resulting in a high volume of phone calls and in turn, labor costs. ACS recognized that it would greatly reduce operating costs and increase efficiency within its own organization by automating some of these processes. ACS envisioned a SharePoint Server 2007 solution consisting of a web site that provided potential customers with information about the PrePass System and made it possible for them to apply online for PrePass Services, while allowing existing customers to maintain their accounts online. Neudesic was called upon to create this web site and its extremely important back-end programming using Microsoft technology to create an interface between the new PrePass.com web site and ACS's CRM platform.

With the implementation of the new PrePass.com web site, ACS has been able to greatly reduce the labor cost of answering incoming phone calls. In fact, today, most new PrePass customer enrollments are originating from the PrePass.com automated customer service system. While the PrePass enrollment process once took 7-10 days, 84% of all enrollment on the web is now processed within 48 hours.

"Neudesic is very excited about the release of the solution built for ACS's PrePass.com," said Neudesic VP of Technology Tim Marshall. "Microsoft's technology platform, particularly SharePoint, provided us with a great foundation upon which to provide ACS the means to better serve their current customer base and the ability to handle their expected growth over the coming years. The immediate success of this solution showcases Neudesic's ability to provide its customers with a high-level of return on investment."

"On-Line Customer Self-Service is no longer an enhancement, it is an expectation," said ACS Program Management Director Cathi Chinn. "The unexpected was our return on investment, not only in operational efficiency but through the realization of service-oriented connected systems and leveraging our legacy investments while positioning our program for future growth and flexibility. With key technology investments within the Microsoft .NET and SharePoint Server 2007 platforms managing our mission-critical transactions, we can focus on our core business and services while driving customer satisfaction and creating value added services that secure our position as a leader within our industry."

A full case study on the ACS PrePass.com solution is available at [www.neudesic.com](http://www.neudesic.com).



# AFFILIATED COMPUTER SERVICES, INC. PrePass System

Convenient Customer Log-in

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**"PrePass saves our drivers time, our company money, and makes the highways safer for everybody."**

Jack Mier  
Driver and Warehouse Manager  
Godfrey Trucking, Inc.

save! Together We're Making the Highways Safer for Everyone.

**PrePass Is The Nation's Weigh Station Bypass System**

Our service allows participating transponder equipped commercial vehicles to bypass designated weigh stations, port-of-entry facilities and agricultural interdiction facilities. Cleared vehicles may proceed at highway speed, eliminating the need to stop. That means greater efficiency for shippers and improved safety for all highway users.

**PrePass Coverage Map**

PrePass is currently operational at 281 sites in 29 States and continues to grow.

With 40 percent more sites and 36 percent more states, PrePass is now an option for more carriers than ever before. In 2008, Delaware joined the PrePass family, increasing our coverage to 29 states.

We're well on our way to providing continuous weigh station bypass service across the country.

**PrePass Savings Tickers...**

Right now, PrePass has saved...  
000,047,707,572,377  
gallons of diesel fuel

TIME FUEL MONEY CARBON EMISSIONS

Calculate Your Savings

Sign Up Online  
Click here to enroll in PrePass Online.

My PrePass  
Login to modify your account and make payments using your Credit Card or Banking Information.

Pay Online  
Click here to make a payment using your Banking Information.

**PrePass System Growth**  
As of February 09, 2009

Carrier Accounts.....	84,267
Enrolled Trucks.....	421,015

This indicates the total number of accounts and vehicles enrolled in the PrePass system as of the date weekly.

Online enrollment reduces costs and increases customer satisfaction

Easy online payment

281 sites in 29 states

PrePass is reducing the amount of diesel fuel used in the US by millions of gallons

ACS PrePass is now ready for exponential growth

**Service Map**

- Alabama
- Arizona
- Arkansas
- California
- Colorado
- Florida
- Georgia
- Illinois
- Indiana
- Iowa
- Kansas
- Louisiana
- Maryland
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Mexico
- Ohio
- Oklahoma
- South Carolina
- Tennessee
- Utah
- Virginia
- West Virginia
- Wisconsin
- Wyoming

With 40 percent more sites and 36 percent more states, PrePass is now an option for more carriers than ever before. In 2008, Delaware joined the PrePass family, increasing our coverage to 29 states.

We're well on our way to providing continuous weigh station bypass service across the country.

But that's just the start!

Click [here](#) to download a printable version of this map.

Click [here](#) to download the PrePass Driver Information Guide.

Operational sites  
Operational WM sites  
Controlled sites  
International Border Crossing  
Agricultural Facilities

PrePass State  
PrePass Endorsed by Trucking Association

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## What is PrePass?

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### What Is PrePass?

PrePass is an automatic vehicle identification (AVI) system that enables participating transponder-equipped commercial vehicles to be pre-screened throughout the nation at designated weigh stations, port-of-entry facilities and agricultural interdiction facilities. Cleared vehicles are then able to "bypass" the facility while traveling at highway speed, eliminating the need to stop.

Vehicles participating in the PrePass program are pre-certified. Customers' safety records and credentials are routinely verified with state & federal agencies to ensure adherence to the safety and [bypass criteria](#) established by PrePass and member states. If an approaching PrePass-equipped vehicle's weight and credentials are found to be satisfactory, a green light and audible signal from the windshield mounted PrePass [transponder](#) advise the driver to bypass the weigh station. Otherwise a red light and audible signal advise the driver to pull into the weigh station for regular processing.

Vehicles bypassing inspection facilities save drivers and their companies valuable time on the road, thereby reducing fuel and operating costs, while increasing productivity (See "[Calculating Your Savings](#)"). PrePass also benefits member states and everyone who uses our nation's highways. By reducing congestion around inspection facilities and enabling state inspection staff to focus their efforts on carriers that demand the most attention, PrePass helps make the roadways safer for everyone.

**1**

Trucks enrolled in PrePass are assigned small, wireless [transponders](#) that easily mount onto the vehicles' windshields. As one of these trucks approaches a PrePass-equipped weigh station, an electronic reader on a boom over the road automatically scans the transponder and identifies the vehicle.

**2**

A secure PrePass computer located inside the scale house accesses the vehicle information associated with the [transponder](#), and validates it to ensure compliance with state requirements. At the same time, technologies such as weigh in motion (WIM) scales are often used to verify the truck's configuration and ensure axle and gross vehicle weights are within acceptable limits.

**3**

Finally, as the truck passes beneath a second boom, a signal indicating whether the vehicle may bypass is transmitted back to the [transponder](#). If the vehicle's information cannot be validated, or if it is selected for a random manual inspection, a red light on the transponder alerts the driver to stop. If the vehicle's credentials, safety, and weight are all in order however, a green light tells the driver to go ahead and bypass the facility.

**PrePass Map**  
Click here to view the PrePass states and operational sites

**Safety Criteria**  
Click here to view general information on carrier safety eligibility

**Sign Up Online**  
Click here to enroll in PrePass Online.

**My PrePass**  
Login here to modify your account and make payments online.

**Pay Online**  
Pay your bills online with our new online bill pay service.

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