



The advanced use of TMS has helped the Wisconsin Northern Railroad (WN) make significant progress towards automating routine tasks. The result has been improved customer service, significant time savings, and greater reporting accuracy. The WN now routinely scores over 98% in overall TRAIN II events reported and timeliness, and it frequently scores 100% in several event categories.

Car hire expense has been reduced an estimated 10% since WN began using Car Hire NextGen for analysis and TMS for application of demurrage tariff provisions. Taking car hire reclaims automatically via NextGen also reduces expense by eliminating accidental omission of reclaim codes.

Storage charges on private cars are now calculated automatically in TMS rather than manually on train lists and spreadsheets. This saves multiple man hours each month and ensures that the specific provisions of each customer's agreement are followed correctly.