



The New York, Susquehanna & Western Railway just keeps rolling along with the help of RMI's RailConnect services. Over the past two years it has fully incorporated eBOL and FMS reports. With these management tools and customer interfaces car hire costs have only increased by 5% while carload volume has seen a 45% increase. Currently customers that account for 99% of NYSW's forwarded traffic are now using eBOL or other RMI interfaces.

Since FMS came on-line, NYSW has been better able to track transit times for cars loaded by its customers. Being able to identify delays and get them corrected has resulted in a 28% decrease in transit times. This traffic accounts for 74% of all forwarded traffic. Using reports generated via FMS and TMS, information such as on-line inventories, inbound waybills, car locations, bad order status, and delayed cars are sent automatically to customers and management.

Increased use of blocking rules has resulted in far less manual time spent reviewing waybill errors. Since NYSW began to use the Auto-Load function, nearly two-thirds of the cars loaded on the short line are handled without human intervention.