

# TITAN Freight Systems and CLI Partnership is Driving Efficiency and a Customer-Focused Approach to LTL Operations Management

## About Titan Freight Systems

TITAN Freight Systems, based in Portland, Oregon, provides next day less-than-truckload and 28-foot truckload services across the Pacific Northwest from seven service centers in Oregon, Washington and Idaho. The LTL carrier, founded in 1968 as two companies, was renamed TITAN Freight Systems in 1998. TITAN also offers expedited airfreight and forwarding, and warehousing and pool point distribution.

## CHALLENGES

### To facilitate better freight and asset management practices—

Without software designed for LTL carriers, TITAN Freight Systems was unable to implement effective business management processes. To meet their specific needs, the company sought an all-encompassing platform designed for LTL dispatch, pickup and delivery, linehaul and cross dock operations, as well as accounting and financial systems.

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*“CLI FACTS has driven significant time and cost savings across our operations. Previously, we had two people working 24 hours per day combined handling 200 freight bills per night. Today, because of the software’s automated features, one person can process a high of 500 bills per night in four hours. In addition, at 200 bills per night, we had six people each night looking for freight with paper documents. With the CLI Dock Management System, three people can manage cross-dock freight for 500 bills per night. At the same time, the DMS has reduced cargo claims to 0.05%, well below the industry average.”*

**Jason Altamirano**  
President  
TITAN Freight Systems



## To streamline cross-dock operations—

Unlike conventional cross-dock operations, TITAN Freight Systems employs racks for holding inbound and outbound freight. While facilitating load handling and reducing cargo claims by reducing damage caused when pallets are moved, the racks limit the ability to find freight. For the best of both worlds, the carrier desired a system that would improve freight management while still reducing the number of times a load has to be moved.

## SOLUTION

In 2008 TITAN Freight Systems went live with Carrier Logistics FACTS to meet their transportation and freight management needs. FACTS includes online customer shipping tools, dispatch and driver management, a superior rate engine, cross-dock management, and a full back-office suite with tools to operate cost-effectively while providing improved freight visibility to customers.



Two years later, TITAN added the CLI Dock Management System. The DMS provides the exact location and status of every shipment passing through a cross-dock facility, allowing LTL carriers to provide their customers with accurate information while improving efficiency and reducing misloads.

TITAN Freight Systems also employs highly advanced online tools for customer-facing management and business processes. The comprehensive approach automates order entry, Bill of Lading handling, and other processes. The full implementation of online capabilities also eliminates the need for billers to manually enter customer and load information and facilitates more accurate data.

## RESULTS

### Time savings and an overall improvement in LTL operations management—

With CLI FACTS, TITAN Freight Systems has a freight and asset management platform designed for their specific needs. The software is now driving more efficient dispatch, pickup and delivery, linehaul and cross dock operations, as well as accounting and financial business processes. For example, the carrier previously had two people working a combined total of 24 hours per day to handle 200 bills per night. Now, even though the number of bills has increased by 250% to 500 per night, a single person can process them all in just four hours.

### More efficient and productive cross-dock operations—

When TITAN Freight Systems was handling 200 bills nightly, six employees spent each night using paper documents to locate and track freight on the docks. With the implementation of the CLI Dock Management System (DMS), only three people are now needed to manage cross-dock freight for 500 bills per night. The DMS has also significantly reduced cargo claims to just 0.05%, far below the industry average of 3%.

## Why Choose CLI?

CLI provides amazing, robust technology solutions to power freight and delivery businesses forward. Their road-tested software provides the right tools for you and your staff to make your company more efficient and your customers happier. Developed by trucking experts, FACTS will solve your business headaches, providing immediate ROI and resulting in a more satisfied staff and customer base. Always being enhanced, serviced 24/7/365, and available via a hosted application or on your own servers, CLI's FACTS solution is reliable, respected, and right for your business.

*“Without the FACTS freight and asset management system, we would have had to change our business model to fit the software that was available for LTL carriers. CLI provided us with a platform that meets our needs and is also flexible to accommodate some of our unique business processes. FACTS is a very powerful system and CLI's forward-thinking and customer-focused approach is also why there continues to be such a strong relationship between our organizations.”*

**Jason Altamirano**  
President  
TITAN Freight Systems



**SEE CLI'S FACTS™ FREIGHT MANAGEMENT  
SOLUTION IN ACTION. SCHEDULE A DEMO TODAY.**



570 Taxter Road, Suite 390 • Elmsford, New York 10523 • Phone: (914) 332-0300

[carrierlogistics.com](http://carrierlogistics.com) • [clis@carrierlogistics.com](mailto:clis@carrierlogistics.com)

[carrierlogistics.com](http://carrierlogistics.com)