

# Comdata's new solution is right at home on the road.

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**Application** Web self-service fleet management system

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**Business Benefits** Decreased product distribution costs; reduced customers' user training time and costs by as much as 75 percent; improved customer service

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**Software** IBM® WebSphere Application Server  
IBM HTTP Server  
IBM DB2® Universal Database™  
IBM VisualAge® for Java™

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**Hardware** IBM RS/6000®  
IBM S/390®s

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**Services** IBM Global Services

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For three decades, the transportation industry in North America has relied on Comchek® electronic services from Comdata for over-the-road funds management and information. Comchek provides comprehensive reports to trucking companies, detailing what funds were used for all purchases and where those purchases were made. Nearly 21,000 trucking companies depend on these reports to keep their fleets rolling.

To remain competitive and better serve its growing customer base, Comdata redesigned MOTRS® (Modular Over The Road Solutions) and enhanced Comchek services using an e-business solution from IBM. It expects over 2,000 customers to be using this system by the end of 1999.

*“Our partnership with IBM Global Services gives Comdata the opportunity to deliver additional applications to help our customers manage their businesses with greater efficiency.”*

*– Barb Ford, Senior Vice President, Marketing and Product Services, Comdata*



*Using its MOTRS Internet platform, Comdata decreases costs while improving customer service.*

Given the sensitivity of the data and the need for system integrity, we relied on IBM Global Services to build a MOTRS platform that would provide complete customer satisfaction and integrity," says Barb Ford, senior vice president, marketing and product services for Comdata. "The result is a reliable Internet-based platform that gives our smaller fleet customers the advantage of an economical, large fleet resource."

### **Not just the Web, but true e-business**

Using the redesigned MOTRS Internet product, customers can quickly and easily access their account information using a standard Web browser. The new platform runs on an IBM RS/6000 server and interacts with IBM WebSphere Application Server, IBM DB2 Universal Database and Comdata's host system to deliver highly interactive services. An IBM HTTP Server assures the reliability of Comdata's Web site.

IBM Global Services designed the MOTRS PC Internet solution as a collection of servlets using IBM VisualAge for Java. Developers use the tools included in the IBM Web-Sphere Application Server to manage and control the servlets. Ford adds, "It was important to us that our customers have a system that would allow constant access. WebSphere allows us to provide MOTRS updates to our customers without ever having to contend with downtime."

### **Convenience, control and added value**

Comdata's immediate goal is to make its services more convenient and affordable to its customers. At the same time, the company is transforming MOTRS into an integrated business solution that provides more value to customers.

Comdata's largest customers typically have IBM AS/400 or IBM S/390 mainframe systems that communicate via leased lines using customized interfaces for seamless dispatch and operations. However, 70 percent of the U. S. trucking industry consists of carriers with 20 or fewer trucks. "Their dispatch and operations software may reside on a PC," Ford explains. "With MOTRS on the Web, they will have the same instantaneous online response time that the large fleets have had."

The new MOTRS platform also offers a broader range of transaction and messaging capabilities to improve communications with customers. The online help features of the MOTRS Internet application are expected to reduce customers' user training time and costs by as much as 75 percent. In addition, high monthly phone bills associated with dial-up access will be replaced by a flat monthly rate for customers using an Internet Service Provider (ISP).

### **A partnership that helps profits**

Comdata's own bottom line is getting a boost because maintaining the MOTRS Internet platform from this point on will cost a fraction of what it used to cost. Previously, each time a new customer was added to the network, Comdata shipped out a package containing 15 diskettes and a user manual. Today, all product and report downloads and product manuals are available on the Internet, resulting in decreased production distribution costs.

The decision to outsource application development and networking to IBM Global Services will achieve the security and speed-to-market its customers were demanding. Ford adds, "Our partnership with IBM Global Services gives Comdata the opportunity to deliver additional applications to help our customers manage their businesses with greater efficiency."

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