

BargeOps Supports Growth for Bayou Fleet

SITUATION

Bayou Fleet, founded in 1982, is a comprehensive barge fleet service provider headquartered in Hahnville, LA at LMR 125.5. Bayou Fleet serviced tank barges, and they handled their volume of business with manual processes. They wanted to take advantage of an opportunity to expand their business significantly, and realized that their manual processes would not support their growth. As such, they sought a software solution to automate their operations.

SOLUTION

Bayou Fleet selected BargeOps as the solution to automate their business processes. While they continue to service tank barge clients, significant growth came from new hopper barge customers as expected. BargeOps enabled fleeting operations for the increased number of barges, faster response to customer requirements, more detailed barge location tracking capabilities, and more time sensitive invoicing. This allowed them to execute as required to win and satisfy new customers.

RESULTS

BargeOps improved the quality of information provided to customers, reduced the time processing reports and invoices for customers, and helped Bayou Fleet grow their business to record levels.

Customer reporting is a critical component of Bayou Fleet's dry cargo business. Their customers require highly detailed tracking and current status of barges. With BargeOps, Bayou Fleet can immediately identify the location and full status of a barge.

BargeOps automatically generates customer reports each and every morning; these reports were previously created manually. This saves valuable time for Bayou Fleet personnel and increases customer satisfaction as customers receive highly accurate information on time, every day.

Visionary company leaders at Bayou Fleet knew that to take their business to the next level, they needed a software solution to improve efficiency and manage accurate information. BargeOps provides significantly greater accuracy for Bayou Fleet, minimizing the opportunity for errors related to tracking barges, reporting to customers, and generating invoices. BargeOps reduced the time to process invoices by more than 75%. BargeOps delivers operational efficiency as well as accurate invoices and reporting for customers. This has resulted in bottom line results for Bayou Fleet.

BargeOps has been a key element in allowing us to achieve our growth strategy at Bayou Fleet.

-Robin Durant, President

Visit www.BargeOps.com to learn more or to schedule a demo.

