

CSX Case Study



CSX

Replacing in-house systems with entellitrak LR Edition centralizes data, saves money, and is easier to manage. CSX is one of the largest rail companies in the country, with a 21,000-mile rail network linking markets in 23 states, the District of Columbia, Ontario, and Quebec. Over 36,000 CSX employees keep their customers satisfied and their rail systems running smoothly.

To document and track grievances filed by their union employees, CSX had been using an in-house system they developed years ago and updated as needed. Different aspects of the grievance process were stored and handled by different mainframes. In addition, not all offices used the same system. This decentralized system made access to information difficult and the entire process time-consuming and frustrating.

MicroPact's benefits and costs came out on top

"We compared the benefits of updating our in-house system versus choosing an outside vendor," said Meg Sacks, spokesperson for CSX. "We chose entellitrak Labor Relations because it is able to track all of the information related to grievances, from start to finish. It gave us what we needed in one complete package."

MicroPact easily integrated CSX's LR Edition with their existing Filenet to create an enterprise document management system. With all pertinent data centralized, authorized employees can access any part of the grievance process needed for a claim. Now, researching or investigating a claim, tracking its progress, and generating reports are smooth processes that can be initiated from any location.

LR Edition is flexible to accommodate any company's processes

entellitrak Labor Relations (LR) Edition tracks grievance data, including bargaining units and agreements, from beginning to end. Its ad hoc reporting module helps with required reporting, including daily activity and status reports and data trend analysis reports. The LR Edition is so flexible that any company's or agency's work flow and process model can easily be replicated in the system.

About entellitrak

MicroPact's entellitrak is a highly flexible, user-friendly, web-based tracking system that offers a suite of products designed specifically for government agencies and mid-to-large companies. The system is unique in that agencies and companies can easily configure it according to their individual needs, without calling a professional to set-up the system or to make changes later. Users save in reduced implementation time and development and maintenance costs, making entellitrak an affordable alternative to customized software solutions.

About MicroPact

MicroPact serves over 140 Federal agencies as well as Fortune 500 organizations through the development of advanced Data Tracking and Business Process Management software. MicroPact's entellitrak is used by more federal agencies than any other BPM product. With products and platforms that can be implemented immediately and configured continuously, MicroPact enables customers to get to work quickly while keeping costs low.

Please contact our sales team at **703-709-6110**, or by e-mail at **sales@micropact.com** for further details.

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