



# Accelerated Transactions, Increased Security a Bullseye for Dart Transit Company, Trading Partners

As one of North America's largest truckload carriers, Dart Transit Company understands the importance of moving items between points quickly and safely. That's why, to better complete transactions with its widespread trading partner network, the multi-generational, family-owned business required the right integration tools for more efficient communication.

## A FORK IN THE ROAD

With a staff of 15 on hand to address EDI, programming and technical services issues for more than 200 trading partners, Dart faced time and budget challenges to finalize transactions, most notably an out-of-date EDI platform not fully compatible with the various trading partner systems.

"Our original EDI software would sometimes take hours to transfer data," said Dan Lyddy, VP of Information Systems at Dart. "Our existing BizTalk and Covast-based platform failed to maintain the latest industry EDI standards. Changing maps took too long, and the product was not flexible enough to meet our customers' requirements."

Soon after, a Dart executive learned how EXTOL's Business Integrator (EBI) suite provided fellow carrier CR England with a wide range of built-in services to create and maintain automated business processes. Additionally, CR England could create and deploy integration solutions without programming, replacing data integration and business process automation tools, web services toolkits and conventional EDI translators.

Dart clearly understood that EBI would provide more effective automation tools to manage the business integration process. Though EBI would relieve many of Dart's headaches, Lyddy desired improvement in other operational areas.

"We previously used VANs for EDI to avoid communication tracking complications with our trading partners, but the costs of maintaining up to 3 VANs became overwhelming," said Lyddy. "We needed an alternative system that could synchronize communications with internal and external endpoints. Additionally, as our trading partner interactions increased, we had to ensure that transaction data was moved securely to the proper parties."

To better secure partner communications, Dart implemented EXTOL's Portal VAN

service and Secure AS2 communications software. With EXTOL Portal, Dart now had an EDI service that would eliminate the need for multiple VANs and accelerate communications through single-endpoint operations. And with EXTOL Secure, all data would be encrypted using the AS2 protocol, guaranteeing that only authorized users could access transaction data.

## PARTNER INTEGRATION: FULL SPEED AHEAD

Transit companies aim to provide customers with real-time acknowledgements of successful load receipt. Thanks to EBI's automated Data Transformation capabilities, Dart can receive a load tender, book the details in its enterprise resource planning (ERP) system and send a 990 acknowledgement to its partner in less than one minute. Dart can also send scanned



images of bills, receipts and other relevant documents for partners to upload and review.

“Since switching to EBI, we now provide nearly 80 percent of our bills and receipts in a paperless fashion,” said Lyddy. “We would ultimately like to improve our transaction turnaround time to less than 10 seconds, and the new integration procedures are a great improvement on a process that previously could take several hours.”

During prior implementations, Dart experienced delays validating and managing exceptions to EDI standards resulting from partners who did not send standard EDI transactions. Now, EBI’s B2B Collaboration Services help Dart maintain workflow by detecting and routing transactions that fail to meet standards.

## TRANSLATING SUCCESS

Before implementing EXTOL’s integration suite, Dart spent nearly \$240,000 annually on VAN services. Since installing EXTOL Portal, along with EXTOL Secure for AS2 point-to-point communications, Dart has nearly eliminated the need for VANs altogether. EXTOL Portal provides Dart with one interconnection to multiple partner-preferred transport protocols, with a redundant infrastructure that increases network integrity and availability to deliver messages faster.

“While some of our partners still require VAN-provided translation, the overall migration away from that communication method has reduced our EDI translation expenses by nearly 90 percent,” said Lyddy. “EXTOL’s AS2 lines provide our

customer service team with more reliable data processing tools, including immediate access to an all-inclusive database to immediately detect where errors occur before customers do. Coupled with EBI’s Business Activity Monitoring features, Dart’s EDI team can now process 997 reports, which its previous system could not, and immediately determine process errors.”

## ENCRYPTION: THE KEY TO SECURE DATA TRANSMISSION

Dart exchanges tremendous volumes of transaction data, making it critical to secure electronic communications. That’s why the encryption-based data exchange capabilities of EXTOL Secure, a certified, AS2-interoperable server, captured Dart’s attention.

EXTOL Secure utilizes a Secure Proxy layer to only identify messages that came from valid AS2 sources and contain specific partner data. Only Dart and its partners can supply the correct decryption keys to access transaction information.

“EXTOL has met, and in many cases exceeded, my expectations, providing the capabilities of large-company EDI products in a package that fits small- and medium-sized companies.”

– Dan Lyddy, VP of Information Systems  
Dart Transit Company

## SETTING THE STANDARD

With improved partner integration, communication and data security standards in place, Dart Transit continues to rely on EXTOL’s Business Integrator software to maintain a steady transaction flow.

As Dart expands its network and business processes, EXTOL’s EBI provides a stable environment to onboard new customers without delay. EXTOL’s Managed Services team complements Dart’s internal EDI staff to assist customers with data flow and establish access points for new partners. Additionally, Dart’s enhanced EDI and integration capabilities are making waves within the industry.

“We have several partners who have asked us for advice to upgrade their EDI structures, and a few other Fortune 100-level customers mentioned they believe Dart sets the EDI standard among carriers,” said Lyddy. “EXTOL has met, and in many cases exceeded, my expectations, providing the capabilities of large-company EDI products in a package that fits small- and medium-sized companies.”



Learn more about EXTOL’s B2B Integration Solutions:  
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