

Case Study



Tai

LogisticsFox
FREIGHT SOLUTIONS

Automating LTL Operations: **How LogisticsFox Expanded Without Adding Headcount**



Executive Summary

Over the past ten years, LogisticsFox Freight Solutions has evolved from a small logistics startup into a thriving \$25+ million enterprise. The strategic adoption of Tai TMS fueled this dramatic transformation. Before switching to Tai, they struggled to effectively use a limited API-quoting system. The upgrade to Tai's powerful platform helped them optimize LTL quoting and tracking operations and increase daily shipment volumes. They also gained better backend accounting functionality, including automated invoicing and real-time reporting. Thanks to Tai's scalable solution, LogisticsFox expects to raise revenue by 35% this year and is building a foundation for even greater success in the future.



About Logistics Fox

LogisticsFox Freight Solutions is a premier logistics management company in Southern California. While they offer both full-truckload and less-than-truckload (LTL) shipments, their specialty is LTL. With a strong emphasis on exceptional customer service and a technology-driven approach, LogisticsFox empowers its customers to quote, schedule, and track shipments around the clock. Backed by a dedicated and experienced team, LogisticsFox consistently delivers tailored LTL solutions that exceed industry standards. Their culture emphasizes teamwork, resourcefulness, and a strong commitment to excellence. This focus has made them a leader in personalized transportation solutions in the United States.

| The Challenge

Before the game-changing partnership with Tai TMS, LogisticsFox grappled with several operational challenges due to their outdated tech stack. These hurdles included:

- ⇒ **Time-Consuming Processes:** Reliance on spreadsheets and manual data entry resulted in an inefficient and labor-intensive system, accounting errors, an extended cash flow lifecycle, and limited growth.
- ⇒ **Limited Data Storage and Reporting:** Without robust data analytics, the company struggled to manage critical shipment and customer data. This affected their ability to make data-informed business decisions.
- ⇒ **Siloed Insights and Expertise:** Critical operational information existed only within individual employees' knowledge or was scattered across cumbersome spreadsheets. This made it difficult to train new hires or to implement successful quoting and billing processes.
- ⇒ **Manual Invoicing:** Outdated invoicing methods and reliance on email led to erroneous billing, delayed payments, and a cumbersome reconciliation process.
- ⇒ **Adapting to Market Changes:** Evolving customer expectations and the impact of external factors, including the pandemic, created additional pressure to modernize and optimize internal workflows. If they didn't, they risked losing customers and market share.

| The Solution

Tai Software's TMS was a transformative solution for LogisticsFox. Tai delivered these benefits:

- ⇒ **Automated LTL Processes:** After a shipment is scheduled, the LTL process is entirely automated. This reduces manual interventions and minimizes errors, leading to immediate improvements in workflow efficiency. The system's intuitive design helped the team adapt quickly, while streamlined digital processes replaced labor-intensive tasks for exceptional accuracy and efficiency.
- ⇒ **Direct API Carrier Integrations:** One of the biggest frustrations in traditional LTL shipping is the constant back-and-forth of endless phone calls and emails just to track shipments and manage paperwork. Tai eliminates this bottleneck with seamless API and EDI integrations to every LTL carrier. Automate tracking, status updates, paperwork, and invoicing.
- ⇒ **Tailored Training and Onboarding:** Utilizing Tai's comprehensive knowledge base, new and existing team members are quickly trained. Customized training ensures that best practices are consistently applied, reducing costly errors and enhancing profitability. Each department benefits from a personalized dashboard that offers critical insights into sales, operations, and financials—all centralized in one system to streamline training, auditing, decision-making, and collaboration.
- ⇒ **Exceptional Customer Service Built on Integrated Reporting and Dashboards:** LogisticsFox developed more than 50 custom reports in Tai. Some of these include the Sales Rep Aging Report, Potential Volume Shipment Report, and Top Carriers Used. Each report provides better visibility into operations and supports data-driven decisions across the company.

➔ **Frictionless Paperwork and Faster Payments:** Tai replaces outdated, paper-based processes with EDI invoicing that automatically updates Proof of Delivery (POD) and Bill of Lading (BOL) information. This seamless automation leads to quicker carrier payments and faster cash flow, dramatically reducing manual reconciliation and associated errors.

Tai Software's TMS has enabled LogisticsFox to streamline operations, improve accuracy, and deliver a superior customer experience—all while positioning the company for scalable growth in an increasingly competitive market.

| Results and Impact

The impact of Tai TMS on LogisticsFox's growth has been nothing short of remarkable. In just ten years, the company has become a market leader, with a staggering \$20.5 million in revenue in 2024. With Tai's continued support, they're projected to reach between \$27 and \$30 million in 2025.

In LogisticsFox's first five years, Tai automated their LTL processes, making them much less time-consuming and manual. As the business grew, Tai's back-office functionality led to quicker and more efficient auditing and invoicing. Today, with direct API integrations to every major carrier, invoicing is now even faster and more accurate. This cuts down on payment delays and lowers the number of rebills. This relief from manual tasks has significantly improved the team's margins.

Automation now takes care of 40% of the LTL process after dispatch. As a result, sales representatives can focus on sales instead of getting bogged down by administrative tasks. They are now better equipped to handle special equipment requests and requisitions. Tai enables them to leverage built-in pricing on tariffs and store margin information for better-informed quoting.

The system also captures customer preferences and facilitates seamless information sharing between departments—including sales, customer service, and invoicing—to deliver an exceptional and unified customer experience. Better tracking, timely deliveries, and quick problem-solving have improved customer satisfaction.

Looking forward, LogisticsFox is preparing to grow even faster. Tai will keep pace with their evolving needs, enabling painless scalability. Tai permits LogisticsFox to focus on what truly matters: serving their customers and staying one step ahead in the fast-paced world of logistics.

| Key Takeaways

Scalability Is Key

Tai's TMS enabled LogisticsFox to double their capacity without adding headcount, proving that robust technology is essential for sustainable growth.

Automation Enhances Efficiency

Tai TMS has reduced manual work by automating key tasks like LTL scheduling and invoicing. Now, teams can concentrate on activities that generate revenue.

Data Centralization Boosts Teamwork

Now that all important data is in one system, training, reporting, and collaboration between departments are easier and more effective.

Upgraded Reporting Informs Better Decisions

Customizable dashboards and unique reports provide real-time insights, empowering teams to make informed, strategic decisions.

Future-Proofing Operations

Tai's flexible and modern platform positions LogisticsFox to meet evolving customer expectations and market challenges. This sets the stage for further expansion.

| Testimonial



Ben Fauver

President
LogisticsFox

"We wanted a TMS that was easy to use for both my team and our customers. I've yet to see another system I like as much as Tai. It has tons of functionality and ease of use. I think Tai is a superior TMS product."



Contact Us

taisoftware.com

