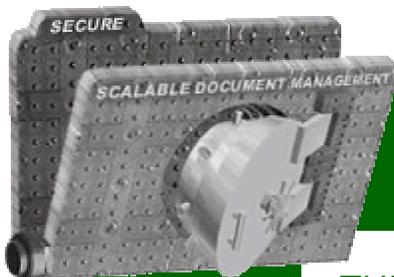


Millennium 10

The Revolutionary Integrated Document Management System That Puts Your Entire Business At Your Fingertips.



DRIVING SKYLINE CREDIT RIDE TO NEW LEVELS OF SUCCESS

Secure Scalable
Document
Management

Success Story

THE COMPANY

Founded in 1970, Skyline Credit Ride has grown from a yellow cab company to a \$40 million luxury transportation leader in its area, with a fleet of 700 Lincoln Towncars and 8,000 customers to date.

THE CHALLENGE

Skyline needed help with information management in three areas:

1. The company required one full room of filing cabinets to store information on its customer accounts. Needless to say, when customers would call with questions, finding the necessary data to provide an answer was not a simple task.
2. Even more challenging was matching up each day's 4,000 or more vouchers, containing vital billing information about each customer picked up, and the appropriate driver payments. When drivers had questions about their payments, it took two to three days to locate the paper voucher from a storage facility five blocks away from the company headquarters.
3. In addition, Skyline must store comprehensive **driver histories**, including personal data and copies of licenses, as well as **vehicle documentation**, photos and extensive inspection records. All of this must be immediately accessible in the event of an accident.

THE SOLUTION

With **Millennium**, all information needed by customers, drivers or other personnel is available electronically, quickly and easily.

1. With customer data and all contracts scanned into the system, questions and complaints can now be addressed within minutes, instead of hours or days.

2. Now, when a driver needs to verify a payment, it can be located and reviewed by billing voucher number in just seconds on the computer. No longer must the drivers wait two to three days.

3. And when records must be accessed quickly due to an accident or any investigation, all driver and car records are available on a moment's notice. This capability, which often means the difference between winning and losing a lawsuit, has proven essential to Skyline's continued growth and success.

THE BOTTOM LINE

"The system has greatly improved the way we do business," explains Skyline Systems Manager Victor Caceres. "In the past, we spent our time searching through filing cabinets and papers to find customer vouchers, driver histories and automobile records. Now, the information we need is located quickly and easily at our fingertips. **Millennium** has allowed us to do what we do best – drive customers where they want to go in luxury." Most significantly, with the reduction in paperwork, the system has directly saved the company 10 staff salaries. The billing cycle has also been reduced, greatly improving the company's cash flow and profitability.