



ON THE ROAD WITH BESTPASS

# TRANSMaquILA INC.

## BACKGROUND

TransMaquila is an international logistics company based out of Brownsville, TX, whose mission is to provide clients with specialized transportation services led by the values of quality, safety, health, and environmental care.

With about 400 trucks and growing based out of both the US and Mexico, TransMaquila continues to expand their fleet so that they can provide quality long-haul services across Mexico, the US, and Canada.

## PROBLEM

As a growing company, TransMaquila found themselves needing more streamlined processes to ensure proper data integrity, device management and cut down on violations across their fleet. Traveling internationally, they were also concerned about having the proper coverage to get their trucks from point A to point B, and since each state tolling authority operates a little differently, they found themselves with too many devices to manage and spending 2 – 3 hours every week reviewing paper bills and calling tolling authorities to make payments and dispute violations.

What started as a one-person job quickly turned into an administrative hassle that stole focus away from activities that would add value to the company.

They realized that they needed an all-in-one solution that would enable them to handle all tolling activities, consolidating devices, statements, and toll data.



## SOLUTION

In 2020, Jaime Papadopoulos, Financial Analyst at TransMaquila, was introduced to Bestpass at a Freightwaves event. After conversations about time savings, cost savings, and centralized toll activity, it became clear that a toll management system was what TransMaquila needed.

They were onboarded with the Horizon Sticker, giving them coverage across select southern states, including their home state of Texas. As the fleet continued to grow, more trucks needed maintenance, windshields needed to be replaced, and trucks came in and out of commission. So they upgraded to the Complete Pass, which offered a transferable device for every active truck as well as nationwide coverage.

“Bestpass delivered what was promised, a simple and superior solution to toll payment and management.”

— Jaime Papadopoulos —  
Financial Analyst at TransMaquila Inc.

## RESULTS

After bringing on the Bestpass Complete Pass, TransMaquila saw three major benefits: time savings, cost savings, and centralized toll activities.

### ■ Time Savings

Jaime and the team previously spent 2 – 3 hours every week reconciling toll statements and an additional 30 – 60 minutes on the phone working out issues with a myriad of tolling authorities. The Bestpass online portal gave this time back to Jaime and any violations or issues are now resolved by the Bestpass Customer Service team.

### ■ Cost Savings

As many fleets are familiar, paying any bills to the tolling authorities comes with administrative fees, which are often more expensive than the toll transactions themselves. Instead, all tolls are paid through Bestpass, which eliminates paying additional fees.

Freeing up these funds allows them to keep organizational costs low, making their business more sustainable, especially during times of inflation.

### ■ Centralized Toll Activities

Having all their toll activities in one online location, TransMaquila no longer must sort through paper bills or wait for transactions to be posted by the proper tolling authorities. In addition, what was previously an administrative headache, is now back to a one-person job, allowing them to keep their team lean. The Bestpass portal makes handling toll seamless.

