



# Riverside Towing Ltd.

## Marine Towing & Storage

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Edoc Systems Group Ltd  
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Over the past 7 years we've seen growth in terms of employees, tugs, and revenue, and it wouldn't have been possible without TugAssist software (renamed to HELM). I'd hate to think of running our current operations the same way we did it in the 90's.

Like a lot of tug companies we were doing our work on paper which meant hours of hand writing every day. In fact, the 7-8 pages that we were writing every day has now been eliminated by TugAssist, saving us hours each day and reducing the number of errors. It is fair to assume that TugAssist has saved us about \$350,000 annually in tug time due to reduced mistakes and errors.

Our invoicing process improved by eliminating over 60% of the steps involved and taking the turn around time from a week or more down to a day. One report that was particularly time consuming for me used to take around 7 hours but TugAssist has reduced that to 30 minutes.

Edoc has been great to work with and are always there for support when needed. When ever we've had to phone, there's always been someone there and we've got the answer we needed.

Overall, it's easy to see about a 10:1 return on investment ratio, and it has certainly made our life easier around here.

Best regards,

**RIVERSIDE TOWING LTD.**

Robert Dunn  
Manager