Case Study

Application Development, Maintenance and Support of Logistics systems for a leading consumer delivery specialist company

Client Overview

The Client is a leading consumer delivery specialist handling more than 325 million parcels per annum. The Client works with companies of all sizes, and in recent years has diversified from agency catalogue brands to work with leading high street, direct catalogue and online retailers in its region.

Business Need

The purpose of this project is to maintain the tracking of Parcels at different stages and to reduce the losses of parcels in transit as well as to improve the quality of service to its clients. The scope of work encompasses warehouse scanning, operations systems maintenance, performance-based reporting etc.

Business Challenge

- Mainframe-based complex system, with numerous interfaces from other platforms
- 3rd party integration was a key challenge
- Limitations in tracking the correct volume
- Defining business rules
- Maintain the application performance with the huge parcel volume per day

Hexaware Approach

- Technologies Used -BO 4.1 Reports
- ODI/OWB - ETL
- COBOL/DB2/ UNIX/AIX
- Oracle/Linux/JAVA 8
- AWS Docker
- Concourse
- GIT
- Cucumber/Appium/Selenium

A robust onsite offshore model, with strong domain knowledge in Logistics to support various applications within the client's Portfolio was implemented.

Business Benefits

- Improved Accuracy in tracking parcel volume as client moved from Paper to an automated system
- More Flexibility in charging clients as well as paying to couriers
- Helped Extend & Enhance the service offerings
- Derived Central repository for all data at any given point of time.
- User productivity improved due to reduced Complexity & ease of use of the screens.
- Improved maintainability of the system.
- Enhanced Scalability & Adaption to change platform due to usage of J2EE environment for the screens
- Improved courier utilization by about 40%
- 35 % TCO reduction
- Additionally, 10+ Customer Value Add (CVA) Items delivered to Customer Free of Cost

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING™, CLOUDIFY EVERYTHING™, TRANSFORM CUSTOMER EXPERIENCES™.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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