



Case Study

***Depot Operation Management
for a global leading Logistics/
Courier company***

Sonata Software Limited

www.sonata-software.com

Sonata executes Depot Operation Management for a global leading Logistics/ Courier company



SONATA SOFTWARE

The customer, a leading logistics company had been using an outdated and inflexible Collection and Delivery Planning system running on a mainframe system, which impacted its strategic business changes. It required a solution that offers flexibility and scalability to streamline its Collection and Delivery process and support the current as well as future business strategies.

Customer Profile

The customer is a Europe-based leading logistics/courier company with its presence across the globe. It offers a range of unique international express delivery services between more than two hundred countries.

Business Challenge

The customer had been using an outdated and inflexible Collection and Delivery Planning system running on a mainframe system, which impacted its strategic business changes. It also influenced the optimization of the customer's depots' infrastructure for optimum performance and cost-effectiveness.

To overcome these problems, the customer required a solution that offers flexibility and scalability to streamline its Collection and Delivery process and support the current as well as future business strategies.

Before Sonata took over the development of such an application, the customer had already experienced two failed attempts to implement the complete solution. One of the biggest challenges therefore, was to merge the code from two different code bases from the customer's previous attempt and port it to the different application server from the application server on which it was developed.

Sonata's Solution

For all Business Units requiring a Collection and Delivery Planning system, proposed application will provide the required level of flexibility and scalability to support both potential business changes and the hardware centralization strategy. The system will provide an improved multi-lingual user interface with screen text, help messages and exceptions available in the local language, the data will, however, remain in the language it was created in at source. Dispatchers will be notified of Collection, Delivery, Round and communication exceptions, for example, Booking communication failure, by the use of user alerts and exception handling facilities. The component-based structure of the new system provides the flexibility to interface with external packages. This would be of great benefit if route optimization planning were required in the future.

SOLUTION OVERVIEW

Profile

Sonata Software, headquartered in Bangalore, India, is a leading IT consulting and services company. Sonata's customers are located across the US, Europe, Middle East and the Asia-Pacific region. Its portfolio of services includes IT Consulting, Product Engineering Services, Travel Solutions, Application Development, Application Management, Managed Testing, Business Intelligence, Infrastructure Management and Packaged Applications. As per the industry rankings released by NASSCOM for FY07-08, Sonata Software figured among the Top 20 IT Software and Service Exporters in India. Sonata Software has also been ranked global #2 in the 2008 Top Ten ESO: Outsourced Software Development in The Black Book of Outsourcing.

Website

www.sonata-software.com

Scenario

inflexible Collection and Delivery Planning system running on the mainframe system impacts the strategic business changes and the rationalization of the depots' infrastructure for optimum performance and cost-effectiveness is not currently possible.

Tools and Technology

- WebLogic 7.1
- MQSeries
- WebSphere 5.0

Benefits

- Easy dispatcher of Workload
- Improved accuracy
- Improved screen formatting & Navigation
- Easy extraction of data for external use.

The project was mainly divided into 2 phases:

Port & Merge:

- Porting the code from Weblogic 7.1 to Websphere 5.01 & proprietary messaging platform to MQSeries
- Development, Unit testing & Functional testing
- Support during onsite deployment

Enhancement

This phase includes fresh development or enhancement of number of use cases:

- Preparation of use cases
- Preparation of Detail design
- Development
- Support during onsite deployment
- Support during System testing and User acceptance testing
- Preparation of User Manual

Functional Scope

The application was to be mainly used by the Depot Managers to plan the daily rounds and provide facilities to the Depot dispatchers. This would enable them to allocate Collection to be made and the Deliveries to be done to different rounds depending on a preset rule at the Depot level. Main features of the application are listed below:

- **Depot configuration and Maintenance of master data**
 - Provide facilities to maintain the data required for the depot to operate. Create, view, update, delete, import and export facilities will be provided where applicable dependant on the nature of the data.
- **Prepare Depot for Start of Day**
- **Driver Preparation**
- Send any Regular Orders for the round to the external system
 - Any status changes to be sent to other external systems.
- **End of Day Tasks (Reconciliation, Depot Checklist)**
- **Exception Management (Alerts to the Dispatcher, Monitor & resolve)**
- **Request Reports and Enquiries**
 - Collection & delivery run sheets, load lists
 - Daily collection discrepancies report
 - Cost reports and management summary reports
 - Negative status report, etc.

Business Benefits:

- Workload of Dispatcher is eased particularly during heavy periods of activity
- Improved accuracy of Delivery and collection pre-planning
- Improved screen format and navigation: the system will provide an improved multi-lingual user interface with screen text, help messages and exceptions available in the local language, the data will, however, remain in the language it was created in at source.
- Easy data extraction for use in external systems
- More control over depot configuration settings making the whole system more easily tailored to each depot specific requirements
- Alerts/Exception handling – effective highlighting of Alerts/exceptions allowing rapid resolution