
Business process simplification for a logistics giant through BPM and SOA





Business goals

Our client is an American multinational courier delivery services company, known for its overnight shipping service and pioneering a system to track packages and provide real-time updates on its location. To gain a competitive edge and stay ahead of the competition in a fast paced sector, the company wanted to transform its legacy systems and minimize manual errors.



Technical challenges

The company was operating on a legacy pricing system application with manual workflow based on Java. Not only was this time consuming but was also prone to errors due to repetitive manual actions. Evaluating and attaining the best priced quote was a major point of difficulty for the sales personnel as they had to login to different systems.



The solution

Atos Syntel evaluated and proposed newer technologies - primarily Oracle SOA and BPM 11g to provide a robust backbone for the new electronic pricing system (EPRS). Oracle SOA helped simplify processes by unifying underlying requirements into one platform. Manual workflows were then replaced with Oracle BPM and SOA integration.



Results delivered

The resulting system helped increase efficiency while delivering on its promises. Automation eliminated human errors and helped the client save 35% of the time, making them productive, customer satisfaction increased by **25% with faster turnaround time**, and finally, the solution enhanced end user performance of EPRS system by **30%**.



Atos Syntel is a leading provider of integrated IT and knowledge process services and a member of the Atos Group, a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of over €11 billion. We help enterprises accelerate their digital journeys, increase agility and business performance, evolve to "Digital native" standards, and deliver scale and flexibility for the Digital Age.

Atos Syntel unites Atos's scale and world-class technology capabilities with Syntel's industry focus, global delivery model, and services powered by intelligent automation.

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