



Case Study - Make information smarter

Improved data management and content services help leading parcel provider deliver

Infomentum helped a UK top three logistics business to improve customer satisfaction, reduce despatch errors and deliver greater value by **making information smarter**.

The need for change

A leading UK business and consumer parcel delivery network handling 135 million parcels a year, needed to increase productivity and efficiency to maintain a competitive edge and achieve their vision for business growth. The main obstacles to progress were the core IT systems supporting their operational processes; the very processes which fulfil client orders to collect and deliver parcels.

The systems were not only outdated but were not enabling the right level of interaction between people, processes and technology. They were also becoming increasingly costly and complex to operate and maintain. This was also leading to poor customer experience and misplaced parcels. Seeking a way to upgrade the system to improve and future-proof their IT landscape, they looked to Infomentum for an integrated information solution.

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How we made it work

Infomentum began with a Digital Transformation Strategic Assessment.

This meant taking a deep dive into the organisation's business processes, existing architecture and vision for the future.

By assessing where the business was and understanding where they wanted to get to, Infomentum was able to create the technical architecture to allow the organisation to reach their vision.

The second phase of the project saw the technology implementation. Core IT systems were overhauled or replaced and Service Orientated Architecture was introduced, enabling the delivery of greater service capability and operational efficiency. The implementation saw further efficiencies (reduced testing time by 40%) by our Automated testing and Continuous integration frameworks.

We also educated and enabled their wider project teams on Agile methodology.

Technology wise

To deliver this project, we utilised Oracle SOA Suite, Open source tools like Maven, Git, Jenkins, Cucumber & Jira along with our wider expertise in using technology as a business enabler.

Momentum gained

By re-packaging and refreshing their IT systems to integrate information better and automate processes, the organisation has been able to deliver greater value to their customers with improved quality of service.

They continue to be first choice for business and private customers seeking first class parcel delivery.

Key deliverables achieved

- Digital Transformation Strategic assessment
- Technical architecture re-designed to align with business vision
- New Service Orientated architecture implemented to integrate and automate key operational processes
- Improved efficiency, economy and service through smarter information use

Results at a glance



Technical architecture remodelled to streamline operating processes



Over 100 legacy applications integrated for improved efficiency



Improved customer service and lower running costs

