

CASE STUDY

Revamp and Maintenance of an Existing Application for a Leading Trucking & Logistics Provider

Customer Profile

The client is an administrative services provider that helps small to mid size companies, manage their logistics and accounting services. The logistics functions provided include load scheduling based on rail road arrival times, driver assignment, maintaining exact pickup and drop off dates etc. The accounting services provided include customer billing, driver payment, general ledger and providing reports like 10Q.

Project Objective

- ❑ Enhance the existing application to make it robust, scalable and easily maintainable
- ❑ Maintain the revamped application

The Need

The existing system was unable to cope up with the demands of an increasing customer base. The system was not robust and often required the client personnel to monitor the application for extended periods of time. The processes were repetitive resulting in the work being highly labor intensive and error prone. EDI integration is a major component of services provided. The client wanted the system enhanced and streamlined to handle the growing customer base in a smoother and efficient way.

Solution Provided

Trigent has strong capabilities in designing and developing highly robust and scalable systems. The client selected Trigent for its expertise and proven technological strengths. The following are the highlights of the revamped web based logistics and accounting solution.

- ❑ Rewrote the code for the system into clean & easily maintainable code.
- ❑ Automated the process of receiving transactions from fuel card companies like Tchek and Comdata.
- ❑ Automated the banking transactions with the US Bank.
- ❑ Rewrote the EDI communication code. This helps the client to quickly enable EDI communication for new customers.
- ❑ The new system is highly robust, fast and easily scalable.

Overview

Brief Profile

A provider of Trucking and logistics functions for small and mid size firms

Objectives

Revamp and maintenance of the existing web based system to make it robust and scalable

Technology Stack

- ✓ Apache Tomcat
- ✓ MySQL
- ✓ Apache Http Server

3rd Party Tools

- ✓ PCMiller software
- ✓ ProfitTools Track and Trace

CASE STUDY

Client Benefits

Trigent helped the client meet the quality & performance requirements with the new solution.

- ❑ The client got less number of support tickets from the trucking companies thereby helping the client focus on its core business
- ❑ The scalability of the new system helped add more customers in a seamless and transparent manner
- ❑ Process automation led to reduced errors from the employees thereby saving time and money
- ❑ The client's customers were happy as they could now view their status and reports in a faster and efficient way

Benefits

- ✓ Drastic reduction in support tickets
- ✓ Improved scalability without affecting performance
- ✓ Process automation for interaction with Fuel Card companies and Banks
- ✓ Revamped EDI integration with customers
- ✓ "Happy customers" due to improved performance of the system
- ✓ Performance improvements through rigorous testing