



## Increased automation of the customs clearance process for the largest express transportation company

CASE STUDY | APPLICATIONS | TRANSPORTATION

### Highlights

Automation of the customs clearance process for the largest express transportation company

### Client Type

Cargo airline

### Industry

Transportation

### Type of Work

Automation; Application development, maintenance, and support

### Skill Set

TIBCO Suite, Oracle 9i, LDAP, Java/J2EE, WebLogic 8.1

### Mphasis helped automating the customs clearance process for one of the largest express transportation companies thereby reducing the turnaround time for shipment delivery

#### The Client

One of the largest express transportation companies in the world

#### Objectives

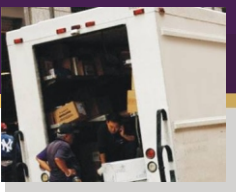
- Increase automation and reduce processing requirement - To automate the clearance processes for 99% of low value shipments and over 50% of high value shipments, thus reducing the waiting time for a majority of the volume and bringing shipments into faster circulation
- Re-engineer and integrate EMEA clearance processes and systems into a seamless, paperless, standard and cost-effective process, supported by an open integrated system
- Develop an extensive clearance system with an advanced set of features that enable easy deployability across EMEA locations
- Accomplish global sharing of shipment information (documents and data) across regions, enabling collaboration and load sharing by resources at different locations
- Standardize and integrate regional clearance processes
- Integrate disparate systems (internal and external)
- Expand brokerage and clearance services

#### Solution

- Consolidating hidden and distributed business knowledge among the various regional entities
- Aligning of application design with the client's corporate initiatives to support common clearance data model across the company
- Harmonizing disparate requirements from users of multiple countries
- Interfacing with a variety of existing and future systems based on diverse technologies
- Creating a single clearance platform for 12 EU countries - Replace different legacy applications working in different operating environments, and interact with various systems to provide clearance related updates.
- Heterogeneous data sources
  - Messages and Image Streams
  - Existing databases
  - Third party / sourced databases
- Integration of internal (regional and corporate) and external (customs) systems
- Processing around 200,000 MDEs, 64,000 documents & 250,000 scans on a non-peak day within a short processing window

#### Solution

Mphasis was involved in the entire lifecycle of business requirements - gathering and analysis, design conceptualization, development, testing, implementation and maintenance support (Level 1 & Level 2 / 24x7).



- Global development model – MphasiS' on-site and offshore teams worked on a collaborative development model with the client's IT teams and business users
- Developed process flows independently and also adopted core processes to realize application requirements
- Contributed in finalizing the integration requirements for other applications
- Provided advice on the hardware requirements and on the Messaging Infrastructure on a need basis
- MphasiS utilized project teams based in multiple locations; on-site in Brussels and Stansted, and offshore in Bangalore
- Flexibility in providing production support assistance for emergency issueslayer contains ActiveX controls. One ActiveX control was assigned for each piece of hard ware

### Benefits

- Replacing various redundant and legacy systems, providing a common interfaced solution, thus saving time, efforts and costs in maintaining and supporting multiple systems
- Enabling users to work with one application rather than several applications in pieces
- Reduced the "turnaround-time" (TAT) for shipment delivery
- Easy adoptability to the local business and regulatory requirement
- More accurate information while submitting shipments to customs
- Higher transparency and control in shipment management
- Optimizing, task allocation based on business rules configured
- Automating the clearance output
- Increased operational efficiency
- Flexibility and adaptability
- Increased ROI on current IT investments – over 45% cost savings to the client
- Ease of accommodation of newer technologies

### About MphasiS

MphasiS is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 36,000 people, MphasiS services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit [www.mphasis.com](http://www.mphasis.com).

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