



Quick Facts

- Successfully executed 500+ logistics projects to clients all over the world
- 4,300 person years of Software Development & Maintenance experience
- Multiple development centers in India and US
- Involved across all SDLC processes:
 - Requirement Elicitation and Documentation
 - Application Development and Maintenance
 - End-to-End Testing
 - Production Support and Continuation Engineering

Logistics sector as a whole is going through a challenging period with unstable growth and eroding margins. Ever increasing demands to lower the costs while improving the efficiency and effectiveness of supply chain operations has put tremendous pressure on 3PL companies to innovate ways of improving efficiency. This coupled with increased focus on security, regulatory compliance and environmental compliance have resulted in continuing need for companies to have visibility across every aspect of the supply chain.

Mphasis Logistics Services

Mphasis' knowledge and experience in logistics domain enables us to provide solutions and services to our customers to help them achieve strategic and tactical business goals and objectives.

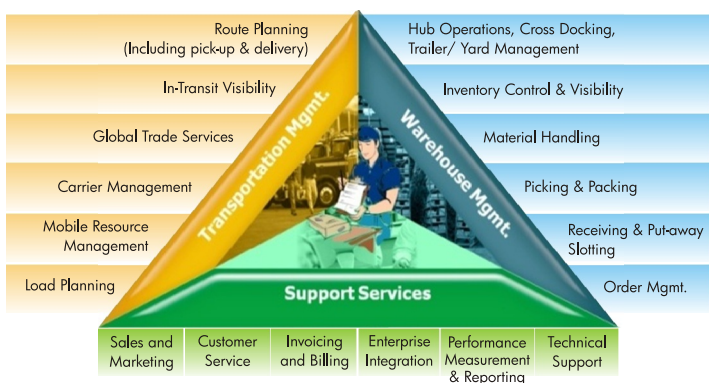
Mphasis has helped several of its logistics customers automate and integrate end-to-end processes across their supply chains, thus improving operational agility and enhancing customer satisfaction.

Mphasis has a track record of successfully executing 500+ projects involving more than 4,300 person years of software project development experience in the Logistics sub-domain. Mphasis provides logistics services, covering all areas of carrier, forwarder and integrator processes – Express and Cargo shipping, partner integration and agency operations.

Mphasis extends the following services to leading Logistics firms / 3 PL providers around the world:

- **Global Trade Services:** Increase shipment turnaround time and mitigate the financial risk of global transactions by:
 - Automating and streamline complex import processes
 - Expediting customs clearance
 - Ensuring regulatory compliance
 - Interfacing with systems from governing authorities

- **Shipment Automation:** Build and manage the entire shipping cycle from shipment initiation to delivery, and track and trace the same at any stage of the shipment cycle
- **Supply Chain Management:** Supply Chain Management: Effectively manage orders, inventory and other assets to ensure optimum resource utilization at all times
- **Cargo Management:** Integrate processes including collection (from individuals as well as from other Forwarders/Integrators), export documentation, customs clearance, management of cargo movement and delivery



Industry

Transportation & Logistics

Client Type

Leading Global Logistics and Cargo Company

Geography

Europe, Middle East and Africa (EMEA)

Type of Work

Customs Clearance Application

Highlights

- Faster shipment clearance cycles
- Automated data checks based on configurable rules
- Accurate submission to customs
- Generalized framework and configurable application
- Enhanced customer satisfaction by personalized implementation
- Improved ROI, saving more than a million dollars annually achieved by replacing seven legacy systems and by automated customs process which reduce manual effort by 20%

- **Operations Management:** Automate various hub and warehouse operations such as sorting based on bar code/RFID, inbound and outbound cargo handling, cage management, delivery and dispatch management
- **Support Services:** This include integration with partners (logistics companies, agents, and suppliers and customers), workbench development, supply chain integration, unified portal development, legacy application re-engineering, and custom application development.

Case Study

The Client

Leading Global Logistics and Cargo Company

Objectives

The client wanted MphasiS to automate the business processes of their Customs Clearance application.

Process Requirements

- Standardizing and integrating regional clearance processes
- Maximize automation of the business processes
- Providing 'personalized clearance services' based on customer preferences

Technical Requirements

- Integrate disparate systems – internal and external
- Global sharing of shipment information across regions
- Scalable and interoperable to support all locations in EMEA

MphasiS Solution and Benefits

MphasiS conceptualized the business process and technical requirements, and effectively contributed to crystallize the application. MphasiS was involved in the architecture definition and development of the solution.

The benefits of our solution were manifold.

Configurable Framework

- A generalized framework for processes and user interfaces to aid faster deployment turnaround time

Automation of Processes

- Shipment Clearance Process: Reduces wait time and brings shipments in to faster circulation
- Customer Profile Information: Automatically generate customer specific clearance outputs
- Computation of duties and taxes, ancillary charges and creation of billing information
- Identification of shipped commodities and mapping with standardized harmonized codes
- Selection of appropriate clearance and transit scheme(s) based on instruction evaluation
- EDI communication with local customs
- Linking of image documents
- User interface to override the evaluations done automatically

Transparency and Control

- Provides local level control by maintaining independently modifiable, location specific data subsets
- Can be configured to easily adapt business processing rules and output requirements at location level

Integration across Systems

- Integrates a variety of heterogeneous data sources

Optimal Facilitation of Manual Processes

- Proactive system alerts
- Task based work allocation based on availability and expertise of resources

Ease of Use

- Enables storing and associating related documents like licenses, preferential trade agreements and other supporting documents for shipment declarations
- Makes them available on a single screen thus easing the end user's work

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 35,000 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.

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