

## Case Study



### Infosys developed TIBCO Web services based application for a large CPG Company

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#### Abstract

The Client is world's leading fortune 100 CPG Company. The client invited Infosys to build a centralized Enterprise Route Management System with the capability to change the user interface in the future without changing the underlying business functionality. Therefore the need was to understand and analyze existing route management process of various existing business divisions and come up with common Enterprise Route Management Solution and to provide web service capability using Tibco-BusinessWorks as the solution tool. This led to centralized control of Routes of various divisions, Flexibility and Scalability, effective and automated exception handling, and also resulted in an Effective & Pro-active monitoring & support, with lower total cost of ownership. Thus Infosys helped the company in achieving productivity improvements by replacing manual work in data upload and gain centralized control over financially critical Carrier Route and Carrier Rate information.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

## Client Description

The Client is world's leading fortune 100 CPG Company.

## Problem Statement

Each division within this company maintained their route related information in silos and followed different standards. This gave rise to a need to develop an Enterprise Route Management (ERG) System which would require minimum manual intervention and offer the functionalities such as:

- Standardized business process across the divisions for managing the Route related information.
- Only authorized user access to maintain financially critical Route and Rate information.
- Automate the Route information upload process after the yearly bidding process so as to reduce/eliminate the manual error.
- Automate the feed to external application such as Transportation Management (TM) and Carrier Performance System etc.
- Flexibility to change the user interface in the future without changing the underlying functionality.
- Automate the exception management process with email alerts.

## Business Drivers and Objectives

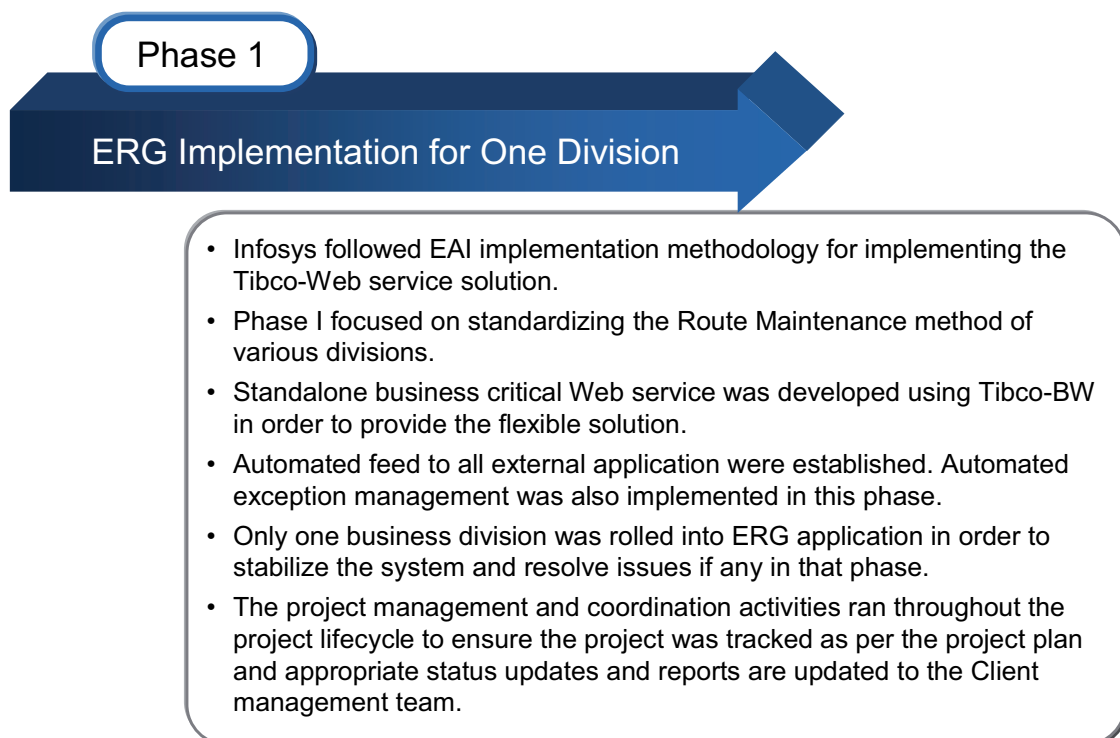
The solution provided was a set of loosely coupled Web services developed using Tibco-BW and integrated with GUI developed in J2EE with the consideration of flexibility and scalability.

Key Objectives of the solution:

- Develop an enterprise solution so as to provide scalability and standardization.
- Develop standalone set of Web service so as to facilitate integration with any external application.
- Gain competitive advantage by conforming to standards on time

## Infosys Approach

Infosys adopted a two phase approach for Enterprise Route Guide solution implementation.



## Phase 2

### ERG Rollout for remaining divisions

- Implemented the additional functionality required for remaining divisions.
- Enhancement to the existing functionality provided in phase I.
- The Mass Upload of existing Route data of newly rolled divisions into the application.

## Solution

- Implemented service oriented architecture using TIBCO-Web services.
- Provided a decoupled architecture through TIBCO-Web services which gives the flexibility to change the GUI without changing core business logic
- Provided enterprise and centralized solution to maintain the carrier route for all the divisions.
- Provided automated feed to TM application, which resulted in preventing the manual error.
- Provided automated exception handling process to pinpoint the exception and the facility to correct it and also email alert configuration
- Provided role based accessibility to the various functionalities within the application.
- Framework to reduce the development work for subsequent releases.
- Provided improved performance via efficient web service design and optimized database queries.

## Benefits to Client

- Productivity improvements by replacing the manual work involved in data upload in TM by automated feed.
- Flexibility of adding new division with minor changes to the solution
- Enterprise solution to Carrier Route maintenance i.e. uniform way of managing carrier routes.
- Centralized control over financially critical Carrier Route and Carrier Rate information.



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### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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