



INFOSYS LOGISTICS INDUSTRY SOLUTION

Cloud-based logistics software built on the
Oracle Cloud platform

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Increasing globalization, the expectation of just-in-time delivery, and the significant growth and supply chain challenges caused by COVID-19 mean that logistics companies are under substantial pressure to deliver goods quickly, securely, and at a competitive price point.

It's why countless organizations are looking to digitalization for the answer.

Digital technologies hold the key to helping you manage the transition between aging, manual processes and intelligent systems that are more proactive and accurate, with the speed to handle both today's and tomorrow's logistical challenges.

Infosys is at the forefront of creating solutions designed specifically for the logistics industry, leveraging global best practices and our extensive domain experience. Our solutions enable intelligent business transformation.

Part of Infosys Cobalt, the Infosys Logistics Industry Solution is an end-to-end, cloud-based platform built for wide-ranging logistics verticals including Managed Transportation Services, Third Party Logistics (3PL), and Freight Forwarding.

The solution is powered by key Oracle Software-as-a-Service (SaaS) applications—such as Customer Experience (CX), Enterprise Resource Planning (ERP), Logistics, Enterprise Performance Management (EPM), Human Capital Management (HCM), and Analytics—and built on Oracle Platform-as-a-Service (PaaS). What's more, it's augmented by Infosys solution frameworks, extensions, and accelerators, helping you achieve faster cloud adoption.

Challenges

Increasing globalization

Even local companies are now expected to be internationally connected and work to the same speed and standards as their globalized competitors.

Process standardization

To compete effectively, increase efficiency, and improve costs, logistics companies need standardized processes across every line of business.

Security and asset tracking

In a world where brand trust can make or break a business, transaction security needs to be at the fore, including clear and precise asset tracking worldwide.

Customer experience and collaboration

Through order capture, validation, shipment tracking, and billing, customers demand enhanced experiences across the board—supported by cross-industry collaboration.

Business model innovation

The digital economy is forcing logistics and transportation companies to change their business models, with solutions that urgently provide adaptability and greater predictability.

Error-prone spot bidding

Spot bidding is a complex and time-consuming process involving several human touchpoints that can introduce significant errors. It's a process where AI-enabled solutions should be prioritized to remove manual labor and guesswork.

Why cloud-based logistics management?

Gain a single platform to manage every logistics process in one place

Predict and pre-empt labor requirements, shortages, or disruption

Enhance same-day and last-mile delivery services

Augment decision-making with AI-driven data insights

Simplify and manage complex billing processes

Automate warehouse activities

Gain real-time visibility

Why Infosys for logistics?

Proven solution

30+

years' experience serving logistics customers

6 of the top 10

global logistics companies use Infosys

Full stack

- Application development and maintenance
- Independent validation solutions
- Package consulting services
- Engineering and IoT
- Data and analytics
- Cloud and security
- Blockchain, AI, and automation
- Mobility
- Infrastructure management services
- Business process management



Cross-industry

- Courier/express/post/parcel
- Ocean/shipping/ports/terminals
- Railroad
- Trucking
- 3PL
- Distribution/retail/consumer packaged goods (CPG)

Infosys Logistics Industry Solution powered by Oracle Cloud PaaS Extension Solutions

Customer collaboration platform

What?

A digital marketplace for interactive customer communication and collaboration—covering the entire customer journey from orders to shipment delivery.

Why?

- High-volume order entry processes need simplifying
- Logistics and party logistics customers want customizable user interfaces

Key benefits

- Dynamic, customer-based layouts
- Faster order entry and update—including on-the-fly location creation and updating
- UI-based runtime validations
- Bulk order uploads
- Real-time dashboards for better planning and execution
- Single source order tracking—from planning to delivery
- Customization for industry vertical and business needs

Key features

Intuitive platform	Minimal data entry
Simple map view	Advanced data security
Insightful dashboards	Superior customer experience

Logistics Control Tower

What?

A fully automated digital analytics platform focused on exception management, featuring an integrated performance management system with intuitive dashboards and root-cause-analysis tools.

Why?

- Logistics data from multiple systems—such as Oracle Transportation Management (OTM) and Oracle Warehouse Management (WMS)—needs to reside in one place
- Shipments requiring immediate attention need proactive tracking
- Dock appointments need centralized scheduling

Key benefits

- Fully automated platform
- Focus on exception management
- Integrated performance management system
- Root-cause-analysis tools
- Real-time updates to OTM through Oracle IoT Fleet Monitoring

Key features

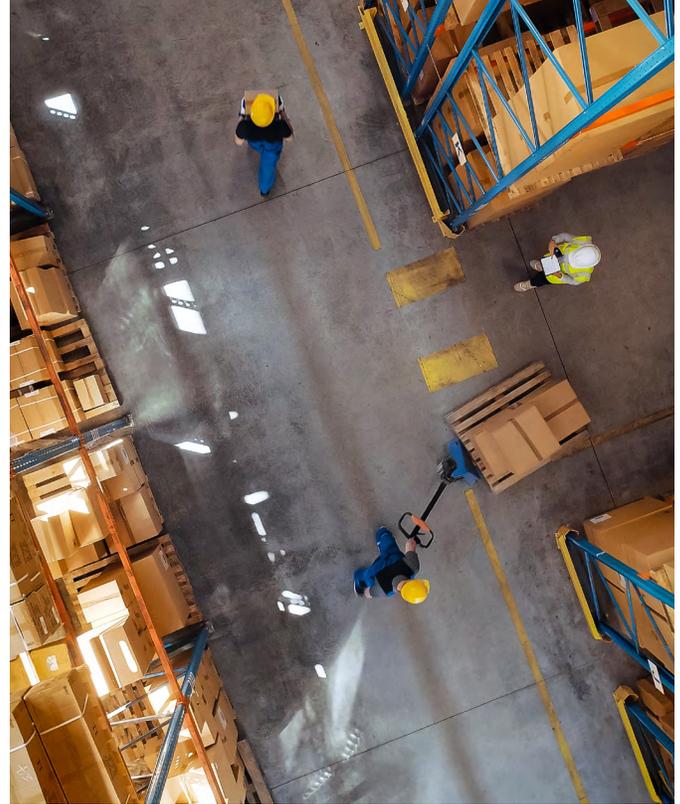
Real-time visibility	Proactive actions and monitoring
Chatbot enablement	IoT-driven data collection
Comprehensive analytics	Operational reporting with industry KPIs

Potential business benefits

Up to
15%
logistics cost
reduction

Up to
10%
on-time
performance
improvement

Up to
10%
greater asset
utilization



Palletization solution

What?

Bolt-on software to palletize orders for transportation planning and warehouse execution.

Why?

- Transportation is palletized but customer orders are sent using boxes or cartons
- Complex and customer-specific palletization rules take up valuable time and resources

Key benefits

- Automated palletization based on any level of rule complexity
- User customization capabilities
- Enhanced process automation
- Ability to swap, split or merge pallets through the user interface and copy changes in real time to Oracle Transportation Management
- Around 80% reduction in manual effort

Key features

Complex rule facilitation	Customer-specific rules
Regular updates	Auto-calculation capabilities

Smart warehousing

What?

Infosys Smart Warehouse Solution offers a fully automated warehousing system that integrates with Oracle Warehouse Management and many other tools and systems.

Why?

- Changing demand complicates item categorization
- Fast-, medium-, and slow-moving activities need their own processes
- Packing and shipping capabilities are limited by capacity
- Manual processes slow down packing and fulfillment speeds

Key features

- A complete warehouse automation solution to manage multiple business models and demand fluctuation
- We have built this solution with Infosys assets, IP and extensions to enhance labor productivity, dynamic slotting, and packing workbench capabilities while ensuring maximum efficiency
- Industry 4.0-inspired robotics warehouse automation with material handling equipment (MHE), warehouse control system (WCS), automated storage and retrieval system (ASRS), and pick-to-light processes—and smart integrations including machine learning and AI
- Integrations with Oracle Warehouse Management, Oracle Supply Chain Management, and Oracle Transportation Management; third-party parcel systems; robotics systems (WCS, MHE, pick-to-light), any e-commerce cloud and Oracle PaaS.

Key benefits

Gain high efficiency and throughput, and increase warehouse process optimization	Effectively track orders end-to-end
Easily handle bulk flash sale orders	Enable faster order fulfillment
Accrue higher ROI	Reduce labor and operations management costs

Freight Pay as a Service

What?

Reimagine existing business processes through data extraction based on optical character recognition (OCR) technology, as well as by leveraging AI, machine learning, freight settlement automation, payments, and analytics.

Why?

- Eliminate manual spreadsheet work
- Reduce processing time
- Avoid human errors
- Streamline validation and verification

Key features

- Vision API/DAI to replace manual, spreadsheet-based invoice processing work
- PDF data transcription
- Google Cloud support for multiple programming languages
- Oracle Transportation Management integration for uploads, and comprehensive metrics and reporting

Key benefits

Eliminate manual processes and the need for a dedicated data-entry function	Achieve up to 98% processing and settlement accuracy
Seamless, real-time invoice data processing	Enable direct carrier invoice uploads and do away with batch mailing
Accelerate invoice processing with checkpoints and enhanced traceability	

Framework solutions

Smart warehousing—E-Commerce and Multi-Channel Solution

Gather status updates from Oracle Order Management (OMS), Oracle Transportation Management Cloud (OTM), parcel systems, e-commerce sites, and customers. And gain the capabilities to capture and process order information from multiple channels and fulfillment systems, along with real-time picking, packing, and shipping status updates.

Freight cost and route optimization

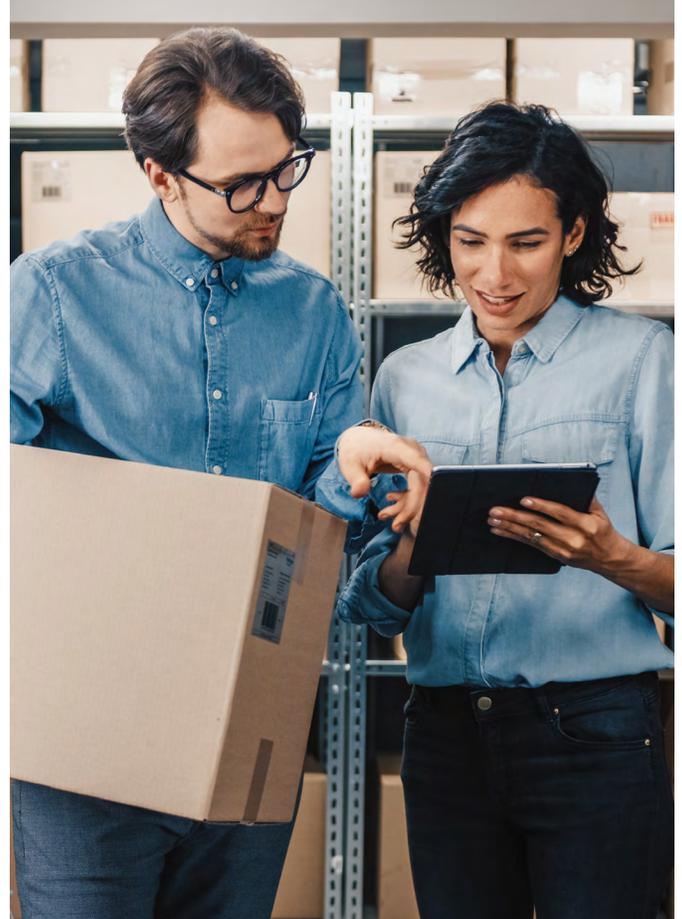
Benefit from a planning solution that supports direct, multi-stop, multi-leg, multi-modal, and multi-tier cross-docking networks—improving visibility and operational planning and reducing freight costs by up to 10%.

Supplier relationship management

KPIs based on OTM data covering on-time/in-full (OTIF) delivery, utilization, primary lane booking acceptance, planned and actual paid cost difference, and lanes on high spot rates.

Sales automation and performance management

Combining mobility, guided sales, chatbots, data analytics, and AI to boost insight-driven sales experience and productivity.



When you implement the complete Infosys Logistics Industry Solution, you'll achieve...

Enhanced revenue and productivity management

Approx.

5%

improvement in flexible business model costs

Approx.

97%

carrier scorecard

10%

improvement in working capital

Improved operational efficiency

30%

reduction in manual processes

50%

reduction in dependence on IT

80%

faster new market roll-outs

Enhanced customer experience

30%

improvement in customer satisfaction

Over

80%

customer deal personalization satisfaction

Approx.

10%

on-time-in-full (OTIF) improvement

Leading Asian 3PL and transportation company: Accelerating managed transport services transformation

Using Oracle Enterprise Resource Planning (ERP) integration, the company created a simplified collaborative experience and consolidating billing and reconciliation.

Solution:

- Complex business process re-engineering to latest OTM platform best practices
- A customer collaboration platform to manage order capturing, shipment planning information, execution, label printing, consignment generation, and track and trace
- Industry-specific solutions for hazardous consignments
- Load-specific profit analytics
- Scalable and flexible customer collaboration management

Results:

- 10% improvement in automation-driven productivity freight settlement
- Faster client onboarding

Global 3PL company: Optimizing warehouse operations

The company benefited from end-to-end operational supply chain visibility, regional process standardization, and inventory segregation.

Solution:

- An integrated WMS with B2B connections for outbound, inbound, and stock adjustments
- Shipment tracking from order entry to proof of delivery
- Inbound and outbound warehouse process standardization
- Infosys conversion tools for faster customer onboarding and a common canonical model for customer integration

Results:

- Accurate KPI and SLA reporting
- Cost reductions
- End-to-end order visibility
- Automated billing extraction
- Higher inventory accuracy
- Quicker customer onboarding
- Manual process reduction and greater operational efficiency

Full-package logistics management —delivered

To learn more about how
Infosys Logistics Industry Solution
powered by Oracle can help you transform
your business processes and customer
experience with an end-to-end platform
in the cloud—supported by deep industry
expertise—get in touch with our team
of experts today.

About Oracle

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com



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