



Centralized global standard clearance process for leading express & parcel services player

Client Overview

Global market leader in international express, overland transport and air freight with presence in over 220 countries

The Challenge

The client had significant problems in the Import Clearance process, one of their key business value driver. Prior to developing this application, much time was spent searching for specific importers, manually looking up classifications or typing them from memory and translating descriptions for commodities. This often results in situations where the preparation of a \$1 shipment involves as much time and effort as a \$100,000 shipment.

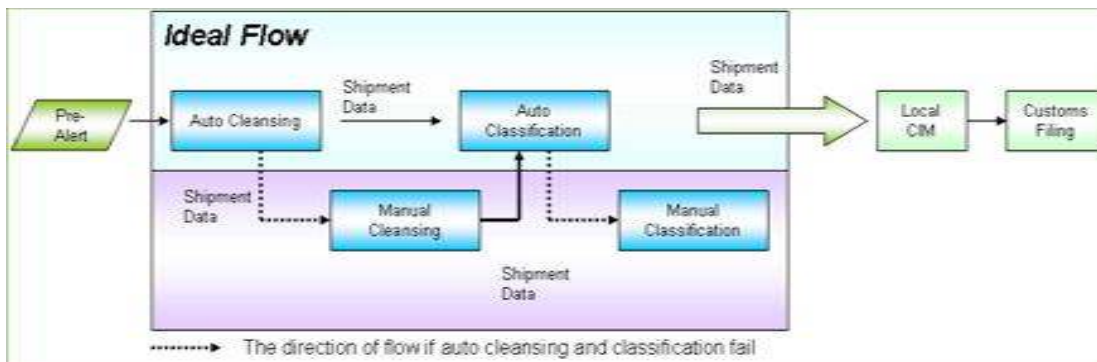
The current system had following limitations:

- Disparate regional clearance systems operating at country/region level leading to non-uniform processes
- Business rules were not well defined resulting in the same processing time for shipments of different values
- Low productivity due to manual intervention required in the process
- Data integrity issues due to disparate systems with their local databases
- The existing client / server architecture of the system made roll-out of newer versions cumbersome and expensive

Cognizant Solution

To build a global clearance system that was flexible to accommodate the specific needs of individual countries while providing support for internationalization and localization. Cognizant chose the Onsite/offshore methodology for the execution of the proposed solution:

- Implementing Client's Global Standard Clearance Process
- Web-based to provide a rich UI and allow easy access from different countries
- Build a central application that is deployed at one location and caters to multiple countries
- Rules engine for easy configuration and quick deployment





Client Benefits

- Speeding up the clearance Process: Plugging the process gap to allow cleansers and classifiers spend time on high-value shipments Served as a global application for customs clearance of imports across the Asia Pacific region
- Flexibility - configured for implementation in different countries; Country administrators can configure the rules allowing the cleansers and classifiers to work from anywhere.
- Multi-lingual, supports internationalization, localization and increased the ease of deployment
- Significant improvement in percentage of shipments that are auto cleansed and auto classified.
- Rich user interface that has improved productivity by as much as 150%.

