



Transportation & Logistics case study

CCIB platform offers high availability, faster integration

CCIB platform helps a premier transportation and logistics provider improve the way it integrates with business partners and on-premises applications.

The challenge

A North American-based premier transportation and logistics provider intended to migrate to a highly reliable and cost effective B2B exchange platform that could be integrated with existing and new business partners, as well as a range of existing on-premises applications. Requirements for the migration included a high availability platform uptime of >99.9% and business transactions that totaled >250 million per year.

Transforming the business backbone

The transportation company connects with more than 1,000 partners, including retail giants Walmart and Target. The platform is the backbone of the business, supporting logistics supply chains for customers and carriers. The high volume of transactions includes order creation, revisions, cancellations, responses, status updates and invoices exchanged using standard EDI formats, including 214, 210, 990, 204 and others. Initially, the company was engaged with a major vendor for B2B services to integrate its business partners to allow the exchange of EDI documents. The services, however, did not meet expectations since there were frequent platform downtimes, slow responses to change requests and unpredictable costs.

Cognizant was selected for the implementation with the commitment to deliver on the following requirements for the new platform:

At a glance

Industry

Transportation & Logistics

Location

North America

Challenge

Set up a B2B exchange platform on Azure cloud that could be integrated with business partners and client on-premises applications. Migrate the existing B2B platform to CCIB.

Products and Services

CCIB managed services solution for electronic data interchange (EDI) or managed file transfers (MFT), with migration and integration of existing and new trading partners.

Success Highlights

- Achieved a 20-30% improvement in the onboarding SLA, resulting in faster partner onboarding
- Delivered high platform availability at 99.9%
- Shortened issue resolution time from days to minutes/hours

- Achieve 99.9% uptime using high availability (HA) architecture
- Redesign the mapping logic to work with the new tool to ensure reusability of maps and to allow multiple partners to participate in the transformation.
- Migrate all 800 business partners (this number eventually grew to 900) onto the new solution within a limited time span of one year
- Design the platform to meet security guidelines on par with Cognizant security policies and best practices for clients

The approach

The project proceeded in phases, beginning with a review of the current platform architecture and a prioritization exercise to understand which business and functional capabilities were needed soonest. We met with stakeholders to understand the vision and to grasp all systems and processes.

Gaps were identified in existing service and suitability, such as lack of platform availability that resulted in missing load tenders from partners. The downtime was high, which

led to business loss for the transportation provider. In addition, costs were based on data volume transferred, as well as the number of transactions. Uncertain OpEx meant our client couldn't properly plan what it might be charged in upcoming months.

Setting up a new B2B platform

The Cognizant Integration Process Management (IPM) team began by setting up the B2B exchange platform using the secure Cognizant Cloud Integration Brokerage (CCIB) framework. The CCIB framework is an open architecture platform that can be used in conjunction with a variety of cloud and software service providers in many different environments. In this case, we worked with Cleo software and hosted the solution on Azure cloud.

The setup included servers, databases, storage and networks. The Cognizant Hybrid Smart Operations (HSO) team built end-to-end integrations and monitoring capabilities optimized for common business processes such as order-to-cash, procure-to-pay and load tenders, and to handle platform-related incidents using an automated alerting mechanism.



The implementation team and our client's business team collaborated on grouping the 800+ trading partners scoped for migration and prepared readiness trackers to ensure a successful transition to CCIB.

Business outcomes

Faster processing, minimal disruption

The implementation reduces processing latency for critical EDI transactions using real-time processing of business-critical data. Because the application cluster resides on multiple availability zones within a region, downtime is minimized in case any availability zones go down. This not only reduces platform downtime but also meets the high availability criteria set by the client—providing platform availability >99.9%. Additionally, this resulted in reduced latency, minimum business disruption and minimal revenue loss.

Our team handled support via one-to-one contact with the provider, delivered by our CCIB support group—a process preferred over the previous vendor's ticket-based resolution approach.

All the requirements outlined for the new platform were successfully implemented, resulting in a reduced turnaround for development. A new capacity-based unit of work pricing model ensures optimal work at a fixed cost—a model calculated by file instead of transaction, which creates a predictable OpEx model. Additional outcomes include:

- A 20-30% improvement in the onboarding SLA resulting in faster partner onboarding
- High platform availability at 99.9%
- Shortened issue resolution time from days to minutes/hours
- Reduced load tender processing time from 10 minutes to less than 2 minutes
- Prioritized messages at the transaction level versus partner level
- Change requests are now resolved within a day versus 3 to 5 days

Today, our client is working with high availability, excellent security and numerous additional benefits made possible by the CCIB Solution. The platform serves the needs of close to 1,000 business partners and is scalable to accommodate higher production loads in the future.



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