



Customer success stories

## Transforming legacy order management

Streamlining processes and reducing risks at  
leading construction equipment manufacturer

## Customer challenge

Customer was facing significant challenges with its outdated order management systems, which were built decades ago for a simpler, less global business model.

The current system lacks the flexibility to handle complex, distributed orders and requires extensive manual intervention, increasing the risk of errors and inefficiencies. Moreover, a significant portion of the legacy system is unmodifiable, posing a substantial business risk. The transition to more modern systems is hindered by the need for manual processes and additional staffing to support new facilities, particularly in regions like China.

## AWS + Cognizant solution description

Cognizant implemented a modern order management system at Caterpillar, which automated the routing of orders to appropriate fulfillment nodes, based on product group needs, using advanced AWS cloud technologies. They developed algorithms, compilers and integration capabilities to streamline the SAP Variant Configuration, significantly reducing manual work. The event-based architecture of this scalable platform mitigates risks associated with legacy ERP systems, providing real-time order visibility and lifecycle tracking. The technology stack included Java, Python, Spring Boot, AWS Lambda, ECS Fargate, DynamoDB, RDS, EventBridge, CloudWatch, CloudTrail, S3, SQS, SNS, CloudFormation, Transfer Family, AppFlow, API Gateway, Step Functions, Secrets Manager and Azure DevOps.



## Outcomes/results

The Cognizant modern order management project has revolutionized order processing by integrating cutting-edge technology and streamlined processes. It decreased manual workloads, interventions and errors. By utilizing AWS cloud to connect with Salesforce, SAP and legacy systems, the project has automated the correction of payment terms for over 4,000 monthly orders. Additionally, it has enhanced real-time order visibility and tracking for stakeholders, significantly reduced model load efforts from 240 hours to 40 hours and eliminated the need for 67 order data analysts. This transformation has not only improved efficiency but also empowered the organization to better manage its order lifecycle. This project earned Cognizant the “Best Enabler of the Enterprise Strategy” award at the WW IT Conference in 2023.

## About the partner

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. We engineer modern businesses to improve everyday life. Our unique industry-based, consultative approach helps clients transform technology, reimagine processes and transform experiences ensuring businesses remain agile, relevant and ready to run more innovative and efficient enterprises.

With AWS as our partner, we focus on the outcomes that matter most to businesses and underpin our solutions with deep industry experience and market-leading IP. Cognizant brings more than 13,000 AWS-certified professionals, dedicated AWS-certified consultants in 43 countries, hundreds of customer launches and successes and more than 70 transformational blueprints to drive innovation beyond cloud migration.

As a premier consulting partner, Cognizant hold numerous AWS competencies, including AWS Mainframe Migration, AWS SAP, AWS Migration, AWS Financial Services, AWS Healthcare and AWS Life Sciences. Partner programs include AWS Well-Architected, AWS Managed Service Provider, AWS Marketplace Seller, AWS Solution Provider Program and AWS Public Sector Solution Provider.



Cognizant (Nasdaq-100: CTSI) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](http://www.cognizant.com) or @Cognizant.

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