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TECHNOLOGIES
The Information Management Company

THIRD PARTY LOGISTICS SERVICES
INNOVATIVE DESIGN DELIVERS RESULTS

SAP WMS Interface to Shipping System Was Key
Poor interface design puts supply chain in jeopardy

CLIENT

A leading global company providing logistics services to many multinational clients.
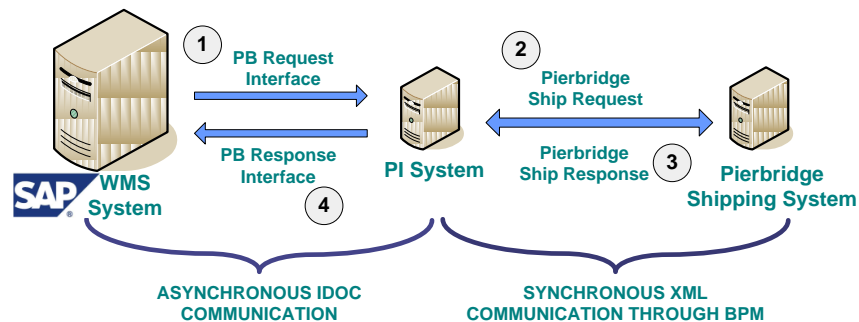
CHALLENGE

The SAP WMS interface to the third-party shipping software performed poorly. Amongst the many existing issues were:

- High processing time
- Lack of real-time capabilities, resulting in some business processes (like Add Carton) being dysfunctional
- Significant memory leaks
- Complex IDOC and XML structures
- Long development and testing cycles, since enhancements required modifications in multiple layers
- Expensive to maintain

The challenge was to resolve issues and deploy a solution in four weeks to avoid negatively impacting client operations.
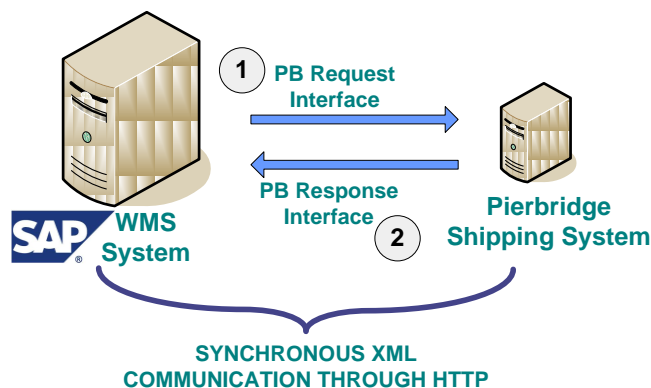
> *"The new design is efficient and works very well, putting us in a position to drive higher volumes of business."*
>
> *Client Team*

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ASYNCHRONOUS IDOC COMMUNICATION

SYNCHRONOUS XML COMMUNICATION THROUGH BPM

SOLUTION

The Netra team helped analyze and determine the root causes of the poor performance. We recommended a redesigned solution using synchronous communication via HTTP (a preferred approach) instead of BPM, eliminating both the intermediate layer and complex IDOC structures.

SYNCHRONOUS XML COMMUNICATION THROUGH HTTP

RESULTS

- Overall efficient solution design
- Increased system availability and performance due to elimination of middleware
- Only XML used in the communications between SAP and the shipping system
- Enablement of a large number of parallel synchronous communication threads (>2000), affording scalability to handle increased volumes expected in the future
- Lowered overall maintenance cost
- The new solution was developed, tested and implemented within available time, avoiding any go-live delays.

VALUE PROPOSITION

- Innovative design of a scalable solution
- High level of transparency to all stakeholders throughout the development process
- Technically sound and highly skilled SAP professionals
- High customer satisfaction