intetics

Where software concepts come alive™

Business Domain
Transportation and Logistics

Project Type
Software Platform that consist of server, web and mobile clients

Intetics Offshore Dedicated Team® Scaled a Logistics Company Business to Transport Millions of Tons of Cargo Every Day

Client

The Client is one of the logistics and supply chain innovators operating 1300 offices in 80+ countries with 56,000+ employees. A leading logistics company provides and manages supply chain solutions for thousands of businesses every day.

Project

Scaling of the Transport Management System that has cloud backend with mobile and web clients. The main system purpose is to manage:

• Air, Sea, Rail Freight
• Special Project transport
• Road Transport
• Courier services

Objective

Keep the Client's position as a leading global supplier, fulfilling customer needs for transport and logistics services, targeting extensive growth, and being among the most profitable in the industry.

Team Reinforcement

Already having the core team, the Client looked for a reliable partner with the real working experience necessary for further product enhancement and support, as well as for improving the product quality by defining and applying the related processes.

Intetics built The Offshore Dedicated Team® to extend the engineering capacity and achieved the goal of the Client's growth. The partnership has lasted more than 15 years.

Challenge

The Client has operated in the logistics business since 1977 and holds contracts with more than 43,000 carriers representing more than a million power units nationwide. 56,000+ people spread across 80+ countries with strong, local entrepreneurial skills are working together to help end customers with their transport and logistics needs.

The Client looked for the team extension, with a requirement to execute product maintenance despite time shifts caused by different time zones. The Team had to be staffed in a very short term.

The Company had no well-defined QA processes and looked for a partner who could provide relevant experience and expertise in a transparent, seamless, and cost-effective manner.

Quick Facts

✓ 15 years of continuous cooperation

✓ Distributed Team supporting the product in multiple time zones

✓ Highly valuable team members appreciated by the Client

Technologies
AWS / Docker / Kubernetes / Java / Oracle / TestComplete / SVN / Objective-C / Kotlin / Angular

Solution

⭐ **01**

The well-coordinated teamwork of Intetics Dedicated Team® and the specialists from the Client's company led to the delivery of the product with valuable features. Despite challenges and limitations, the final result exceeded the stakeholders' expectations and met 100% of their needs.

⭐ **02**

The product quality and availability significantly increased, which resulted in multiplying the Client's business KPIs.
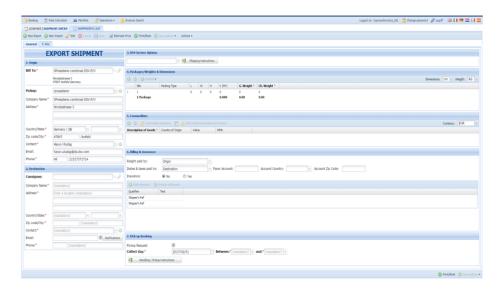
⭐ **03**

Quality assurance and test automation became the key part of the development process. The Dedicated Team implemented delivery cycles with CI/CD and Regression testing.

⭐ **04**

The Offshore Team members maintain the product during the US off-hours when the local specialists are out of the office.

⭐ **05**

Using Predictive Software Engineering (PSE) and Disciplined Agile methodologies, Intetics team built a strong process for the Client product development.

Client Reference

"

"Implemented Transport Management System helped us to be efficient in major focus areas:

- *Customer Statement and Growth*
- *Operation Excellence and People."*

VP R&D

Benefits and Results

★ The Transport Management System was scaled and optimized, the way it complies with the Sarbanes-Oxley Act requirements.

★ The legacy hierarchical database gradually migrated to a relational one (Oracle). The cloud microservices architecture was implemented.

★ Creation of a united reliable and autonomous team. QA and Test Automation were used as a part of the process. The number of issues decreased 5 times.

★ The product was integrated with third-party systems so that the Client could exchange live information with their partners in several months.

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Techstack:

AWS, Docker, Kubernetes, Java, Oracle, TestComplete, SVN, Objective-C, Kotlin, Angular

Team: 15

Project Manager, System Analyst, 2 Team Leads, 5 Java Developers, 4 QA engineers, 2 Mobile Developers