

Operational performance management

The customer

A leading global express and logistics company that has grown over the years through various acquisitions and takeovers. As a result, the software landscape is heterogeneous and further growth is impaired.

The task

The existing heterogeneous software landscape was no longer able to adequately meet the current requirements for service quality, so the approach for performance management had to be redefined. Customers complained about the service quality of the offering, there was no centralized view of errors and improvement potential, and local solutions were used in individual countries and regions.

The current situation

The setup showed the typical characteristics of a performance management in an early stage of development (white or green belt leg):

- Manual creation of KPIs and analytical information
- Isolated local solutions without harmonised business rules
- Unpredictable and inconsistent performance and service quality
- Responsive approach to service quality issues

Die implementation of the task

BusinessCode was selected to help build a state-of-the-art Operation Performance Management Solution (OPMS). With our maturity model of performance management, we helped the client move from a fragmented white/green belt level performance management to a globally harmonized performance management. The underlying system supports this approach with aligned business rules for KPIs, including an automated root cause analysis that enables self-analysis for users in all hierarchies of the organization.

The system has the following features:

- It covers all operational processes of customers and consumers
- It offers all elements of performance management Scorecard- und automatisierte Ursachenanalysen
 - o Issue management / follow-up of corrective actions
 - o SLA and customer reporting

The solution was developed using already available components of the **BCD Suite**. This enabled a quick turnaround and time-to-market, which were crucial for the successful implementation of the solution in the customer organization. A reaction-oriented approach to service quality issues was chosen. The BCD-UI provides all modules required for the solution, such as scorecard, dashboards and the root cause module. BCD-BM and BCD-JC provide the mechanics for loading and evaluating the data in the data warehouse.

The result

A first release was made available only 3 months after the project started. Today, the solution provides KPIs and automated root cause analysis and fault mapping for a global user group of more than 5000 active users. Every day, more than 1,000 users receive information specifically compiled for their area of responsibility, based on more than 3 million shipments. By replacing the oldschool landscape, the customer saves millions of Euros every year.

IT for future

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