

Digital Strategy Visioning and Implementation for a Large Logistics Company in Atlantic Canada

Case study



Digital Strategy Visioning and Implementation for a Large Logistics Company

Scope

- Understand how existing technology supports client's signature business capabilities
- Identify the gaps in current technology and the organization's business and technology operating model, structure and resources to support future capabilities
- Recommend the IT organizational structure, capabilities, roles and key performance indicators (KPIs) for the current state and the evolution through each year of the roadmap until achievement of the end state
- Develop an information technology strategy and roadmap that enables IT to meet future needs
- Identify the existing signature capabilities that will be preserved by the client and the new signature capabilities that will be gained through the implementation of the recommended information technology strategy and roadmap

Approach

- Phase 1 - Assess Business Environment- Assess current business architecture; Define target state business capabilities; Conduct capabilities gap and impact analysis
- Phase 2 - Assess Technology Trends and Current State- Assess current application architecture and operations; Research and summarize industry and technology trends
- Phase 3 - Formulate IT Strategic Direction and Roadmap- Define target state vision; Define target state architecture; Define target state technology organization model; Define investment governance process; Identify and prioritize technology / application opportunities; Document the IT Strategy and IT Roadmap



Value delivered

1. Provided customer service associates access to information easily during customer interactions including order status, shipment location, and billing to improve customer service
2. Streamlined methods to capture orders and schedule appointments
3. Enabled discovery and effective communication of meaningful patterns in data to drive improvement and provide strategic insights
4. Increased utilization of assets / drivers by optimizing shipments, route planning, driver selection
5. Improve visibility of fuel costs in order to measure and monitor fuel consumption to enable consumption control, cost analysis and accounting for fuel purchases
6. Provided visibility of shipments, status events, and ETAs to customers
7. Provide on time and accurate invoicing



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