



Innovating Scalable Solutions to Streamline Third-Party Processes for Enhanced Efficiency for a Logistics Major

About the Customer

- **Industry** - Transportation
- **Sub Industry** - Third Party Logistics Provider
- **Customer HQ** - Canada
- **Key Technologies** - Design Thinking led assessment

Business Needs

The client embarked on a journey towards reducing manual processes, reducing system and data touchpoints, and increasing the scalability of operations in support functions.

- Manual interactions (emails, phone calls, etc.) among customers, carriers, factors, and Staff for order placement, payments, inquiries, etc.
- Email load was ~1000/day
- Multiple systems/touchpoints to capture details
- The applications in place were off-the-shelf ones and were not user-friendly

YASH Solution

- Conduct a Design Thinking workshop with Business users to define MVP (Minimum Viable Product)
- Define user journey and personas
- Develop Product Backlog
- Prepare Solution Design Document
- Gap analysis and remediation
- Develop a Technical readiness assessment report
- Develop Azure infrastructure design
- Co-creation of deliverables with client teams enabled ownership from the business leaders, thereby minimizing the resistance to the proposed solution.
- Define Branching and merging strategy

Business Outcomes

- Detailed analysis of the as-is process and provide insights on areas for improvement
- Defining detailed as-is and to-be User journey
- Solution architecture along with gap analysis
- Business case with clear call out on investment required for application development along with estimated business benefits

For more information contact YASH today at info@yash.com or visit www.yash.com