**Cognizant**

**Case Study: Transportation & Logistics**

# UK Transportation Company Transforms Invoice Processing

## Oracle upgrade reduces time-to-market and enables enterprise scalability.

This UK-based public transportation company struggled with its aging Oracle integration platform. The current version was at capacity and facing supportability issues, requiring significant effort from the company's IT department. The system lacked scalability and the capacity to expand capabilities across the broader enterprise. Because the invoice processing system was designed to address one narrow problem, only one invoice record could be processed at a time. This resulted in significant backlogs when an invoice became stuck in the system and prevented other invoices from being fulfilled. In addition, the company struggled with disparate standards and was not adhering to best practices for integrations.

For several years, the company attempted to upgrade its legacy platform using an incumbent vendor. However, when the vendor could not successfully achieve the company's objectives, it put the project out for bid. Cognizant responded with a proposal that precisely addressed the issues the company faced. We clearly outlined our proposed solution and approach and offered a forward look into potential future capabilities.

## At a glance

When this UK-based public transportation company's incumbent vendor failed to successfully upgrade its existing Oracle integration platform, it turned to Cognizant for help. We proposed a solution that precisely met the company's requirements and went a step beyond to recommend building capacity into the design for future capabilities that would accelerate the company's journey to digital.

## Outcomes

▌ Upgraded to Oracle 12c providing a high-performance, scalable platform that enabled support of ~5 million transactions

▌ Automated processing of invoices to dramatically reduce processing time and eliminate backlog

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During the design phase, we divided the project into five workstreams. We then conducted workshops for each to develop a clear roadmap for merging the five streams into two during the execution phase. We built a standardized service-oriented architecture (SOA) and business process management (BPM) integration platform and upgraded the legacy system to Oracle 12c. The cloud-enabled solution provided a unified platform for hybrid integrations with cloud, external partners and on-premise applications. We integrated new capabilities such as service virtualization, partner integration and process orchestration and monitoring. The upgrade not only reduced time-to-market for new project integrations by 20-30%, but manual, step-by-step invoice reconciliation processes were completely automated, eliminating backlog and significantly improving invoice processing performance.

In addition to ensuring the solution met industry standards, our experience modernizing a legacy Oracle landscape enabled us to look for additional opportunities to add future transformative capabilities. Throughout the engagement, we evaluated capabilities outside the scope of the engagement that would provide a true transformation to the digital era. For example,

▌ Enable 20% reusability across business processes

▌ Reduced time to market for new project integrations by 20-30%

▌ Achieved a "zero downtime" platform that extends to accommodate future DevOps

while we had no requirement to address API management, we believed it was a critical element

and designed the platform with a placeholder for future implementation. Once the project was complete, the company engaged us to provide ongoing support for the platform. Using a DevOps model, we provide continuous improvements, including numerous point-to-point solutions, based on established priorities.

## Learn More

For more information, please visit: www.cognizant. com/cognizant-digital-systems-technology/ enterprise-application-services

## About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.

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