Cognizant®

Case Study: Transportation & Logistics

Transportation Company Modernizes Infrastructure, Enters Digital Age

Designing framework to integrate Oracle HCM and ERP Financials Cloud across the enterprise.

To keep its competitive advantage, this privately held, family-owned freight transportation provider knew it needed to replace its 30-year-old, on-premise enterprise resource planning (ERP) system. Top management wanted to modernize the company's infrastructure and consolidate everything onto a single platform. The company selected Cognizant to migrate its legacy systems to a modern Oracle Cloud platform.

The Challenge

The highly customized legacy platform was difficult to maintain. It was increasingly costly to support its more than 200 terminals and manage the high transaction volumes for human capital management (HCM) and ERP financials. In addition, the company kept separate, unconnected systems for many other areas of the business, including procurement. This multi-pillar project involved nearly every area of the business – across 14 legal entities, three business units and three primary ledgers.

At a glance

This family-owned transportation company wanted to enter the digital age by modernizing its infrastructure and migrating multiple legacy systems onto a single platform. The company's aging systems required considerable customization and support and had become costly to maintain. Cognizant proposed migrating them to Oracle HCM Cloud and ERP Financial Cloud. Our collaborative approach ensured that we designed an integration framework that addressed the pain points from each department to avoid rework down the road.

Outcomes

▮ Enabled processing of 20,000–50,000 invoices per week

▮ Provided visibility into purchases across the organization to enable purchasing power

The Approach

To ensure we fulfilled a complete set of requirements, our HCM and ERP teams collaborated with company representatives to create a design that would work equally well for departments throughout the organization.

The open dialogue during this process enabled us to capture all pain points and design a solution for the company's current needs – while also building capabilities to address future growth.

Once we gathered all requirements, we developed prototype scenarios and tested them to ensure all integration points were aligned. We deployed the solution in several phases, starting with general ledger, payroll and human resources. Over the 18-month engagement, we rolled out the full suite of HCM Cloud and ERP Financials Cloud capabilities.

Because of the company's complex pay scenario, we customized the solution so that it could handle multiple pay rates for each employee and payroll tax differences across geographies.

Business Outcomes

The migration was seamless. The company was able to run its seven weekly payrolls for 16,000 employees, consisting of 1,200 to 1,500 transactions each, within the same processing times.

> Enabled seven weekly payroll runs for over 16,000 employees that included over 1,200 transactions a week across multiple geographies with different tax requirements

The procurement solution supplied visibility into purchases from the more than 200 terminals across the company. This enabled the procurement team to rationalize vendors and leverage its purchasing power.

The company continues to explore adding new modules to the platform – such as employee and manager self-service capabilities – as they continue to transform the organization to the digital age.

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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