

# CASE STUDY



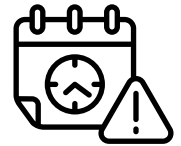
INVASSO LLC significantly improved JTL Xpress by revamping their outdated legacy system, which managed the entire shipment process. They modernized the system to enhance operational efficiency, improve tracking capabilities, and streamline processes. The upgraded system now supports higher shipment volumes, offers real-time updates, and ensures timely deliveries, leading to increased customer satisfaction.

## OVERVIEW



INVASSO LLC undertook the JTL Xpress Project to revamp an outdated legacy system responsible for managing the entire shipment process—from the retailer to the warehouse and finally to the client. This project involved modernizing the system to enhance efficiency, improve tracking, and streamline operations. By overhauling the legacy infrastructure, the new system is designed to handle increased shipment volumes, provide real-time updates, and ensure timely deliveries, ultimately improving overall customer satisfaction.

## CHALLENGE



Revamping the legacy system for JTL Xpress presented several critical challenges:

- **Legacy System Complexity:** The existing system was deeply entrenched in the company's operations, making the transition to a modern solution complex and requiring careful planning to avoid disruptions.
- **Scalability:** The new system needed to be scalable to handle growing shipment volumes, which was beyond the capabilities of the old infrastructure.
- **Data Migration:** Migrating vast amounts of data from the legacy system to the new platform posed a significant challenge, particularly in maintaining data integrity and minimizing downtime.
- **Real-Time Tracking:** Implementing a system that could provide real-time tracking of shipments from the retailer to the warehouse and then to the client was crucial for improving transparency and customer trust.
- **User Adoption:** Ensuring that the company's employees could quickly adapt to the new system was essential for maintaining operational continuity.



# SOLUTION



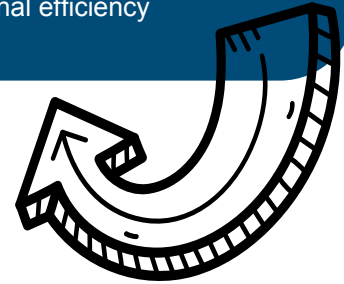
INVASSO LLC employed the following strategies to overcome these challenges:

**Phased Implementation:** We adopted a phased approach to revamping the system, allowing for a gradual transition that minimized disruptions to ongoing operations. This approach ensured that the new system could be integrated smoothly without affecting daily business activities.

**Scalable Architecture:** The new system was built on a scalable architecture, capable of handling increased shipment volumes and accommodating future growth. This ensures that JTL Xpress can continue to expand its operations without encountering performance bottlenecks.

**Secure Data Migration:** We developed a robust data migration strategy that ensured the accurate transfer of data from the legacy system to the new platform. This included comprehensive testing and validation processes to maintain data integrity and reduce the risk of errors.

**Integrated Services:** JTL Xpress's legacy system by integrating advanced real-time tracking capabilities, ensuring transparent and up-to-the-minute updates on shipments from the retailer to the client. This upgrade significantly improved operational efficiency and customer satisfaction.



# RESULTS



To address these challenges, INVASSO LLC implemented the following solutions:



## Operational Efficiency

Operational Efficiency: The new system has streamlined the entire shipment process, reducing delays and improving the overall speed of operations.

79%



## Increased Scalability

Increased Scalability: JTL Xpress is now equipped to handle a larger volume of shipments, supporting the company's growth objectives without compromising performance.

92%



## Enhanced Experience

Enhanced Customer Experience: Real-time tracking has improved transparency, allowing clients to monitor their shipments and increasing overall customer satisfaction.

48%



## Successful Transition

Successful Data Transition: The successful migration of data ensured continuity in operations and preserved the integrity of critical business information.

99%

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