

Customer : Universal Postal Service Provider

Area of Engagement: System Integration, DevOps

Geo: Europe

About the customer - UK's designated Universal Postal Service Provider, supporting customers, businesses and communities around the country

Engagement Background

Implementation of "Parcels Systems" Phase 1 was a 16 months program, which HCL delivered on plan, time and budget with pristine quality. The Event processing system application was stable from day 1 of production deployment and there have been no severity with 1 or 2 incidents in the first 4 months of ELS (Early Life Support). Appreciating our performance in Phase 1, the customer has chosen HCL as the supplier to play the SI role and also implement Phase 2 of the program.

Business Challenges

- Unable to provide customers with tracking, delivery and status data about their individual parcels
- Looking to provide and improve levels of operations management information to help reduce revenue leakage
- Improve efficiency in Parcels Processing
- Maximize first-time right delivery rate
- In-flight delivery services and doorstep collections unavailability.
- Legacy application migration and decommissioning
- Require capacity for future growth

Engagement Model/Size

Onshore-Offshore, T&M Model
Duration – 5 year contract (2014-2019)
Team size: 54+

Solution

- Introduced Real time complex event processing for parcel delivery tracking, revenue protection and route planning.
- The solution tracks, in real-time using an in memory cache, over 11 million parcels a day with over 2500 events per seconds at peak times.
- Implement revenue protection rules that refer 1.7 billion barcodes, in real time, to detect duplicate parcels during the last 13 month period.
- The Parcels Systems is a 5 year program distributed in 5 releases with multi vendor implementation model
- HCL is the chosen System Integrator to manage the delivery of the entire program and various suppliers involved in delivery and was also responsible for the delivery of a complex event processing system.
- Used Hybrid platform model - PaaS with private cloud till the end of System Test phase and On-premise model from System Integration Test phase onwards
- Platform based development, Continuous Integration using DevOps, Agile delivery model

Volume / numbers if any

- Day - Peak Volume: 11.5 Million Events
- Peak Scans/Event Processing – Day Avg: 135 Events/Sec
- Peak Volume during an hour: ~ 1M Events
- Processing Rate during the above peak hour: 285 Events/Sec

Benefits to Customer

- Reduced product configuration by 2 weeks
- 20% reduction in systems TCO through products consolidation to new platform.
- Improved customer experience with 100% barcoding & tracking of parcels

Measurable outcome

- 100% accuracy in delivery tracking
- 60% reduction in time to market

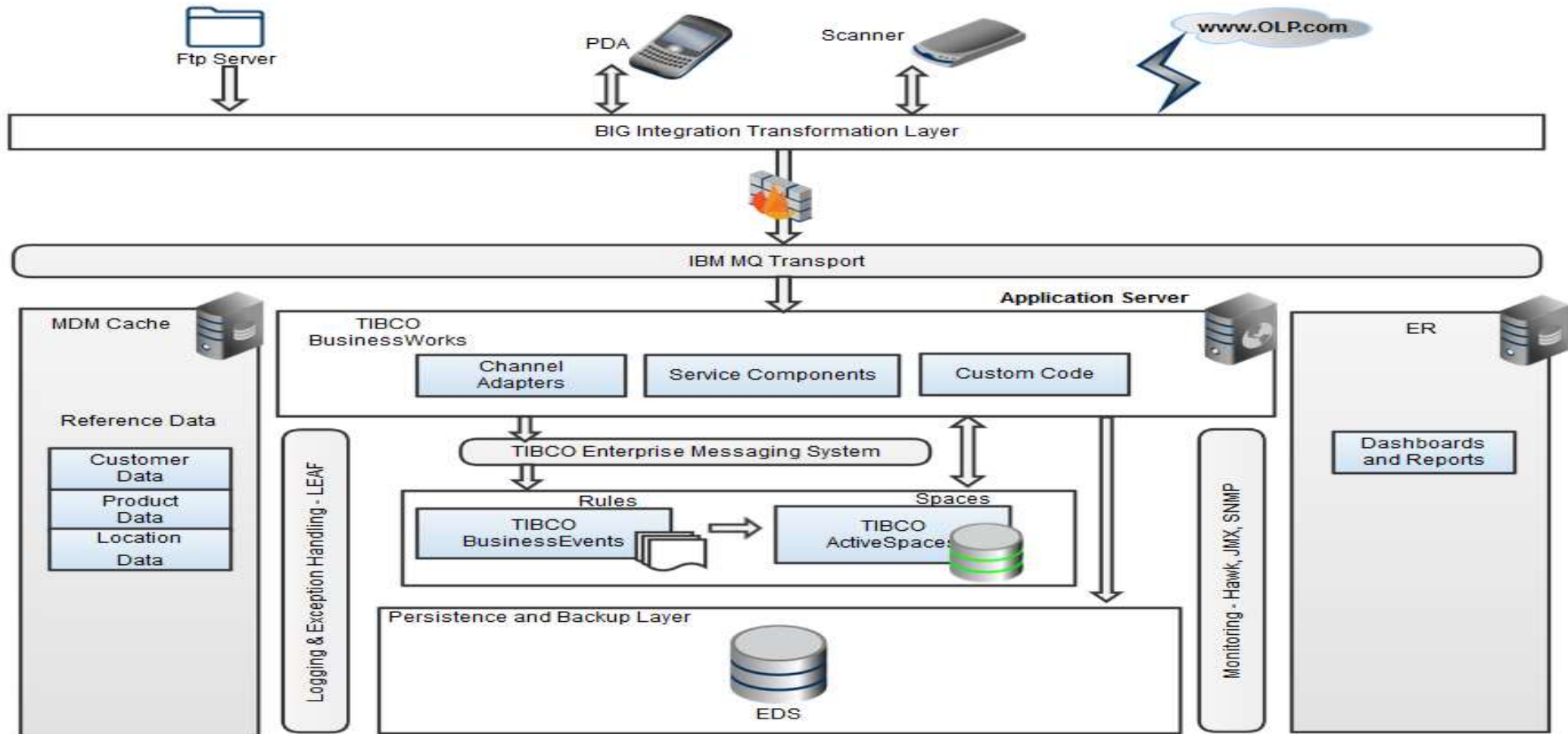
Tools and Technology:

Tibco Integration Suite (Business Events and Streambase)

Project status

Ongoing

Physical Architecture-Event Processor



DevOps - Solution Architecture

