

Multi-channel Smart Governance and Service Delivery Solution

A multi-channel smart governance and service delivery solution to empower the customers availing the services offered by the customer through multiple service channels, including web and mobile.



About the Customer

The customer is a leading port operations management company with hubs serving all major international and regional shipping lines. They wanted to empower their customers with multi-channel service delivery modes. The web and mobile channels empowered their customers to reach out to them anytime anywhere for initiating the service delivery workflow associated with each of the services being offered.

The Business Case

Service delivery workflow associated with each of the services being offered by our customer had longer cycle times for their closures due to the latencies and delays caused by limited and constrained channels for actors to act on. Actions can be either in the form of approval action, payment action or the uploading of form based data feed to keep the workflow active. As most of the customer base would be on the move always due to their nature of work, client wanted to enable a multi channel-service delivery strategy for their services and thereby increasing the volume of the service request flow and the overall process management efficiency for the organization.



Our Solution

Client had a target of transforming around 250+ services from their As-Is process management states to transformed multi-channel states. Technodx followed a multi pronged approach as the overall solution rollout had business knowledge and technology diversity dependencies

- 🚢 Top down approach with proper business process understanding and sign off prior to the software development lifecycle.
- 🚢 Business objectives and roadmap met by bucketing and prioritizing the use cases.
- 🚢 A continuous storyboard based agile implementation planned and executed to ensure timely gathering of client's inputs.

Solution Achievements

Our solution enabled the shipping agents, haulers, clearing agencies and different cargo companies to make use of the multiple service request and delivery channels effectively and efficiently through their mobile phones and tablets, which helped them to improve and optimize their business process management activities.

The advantages for the client include

- 🚢 Increase in the volume of daily service delivery requests helped the client increase their topline.
- 🚢 Reduction in the SLA times for each of the service requests helped the client increase their bottom line as well through process optimizations.

