



A Flight Delay Should Be a Single Event. Not a Business Catastrophe.

Customer Challenge

Business Need

With shipments coming and going from all over the world by barge, rail, road, freight and air, this logistics company needed to deliver. In logistics, timing is everything. When doing business in a global economy, the world is truly your marketplace, but moves at the speed of light with little room for error. With a desire to provide customers with a real time look into their mission-critical orders, this leading logistics company needed to put a reliable, secure and high functioning data solution in place. To compensate without sacrificing customer satisfaction, they were dependent on manual processes.

IT Issue

Managing more than 10,000 EDI transactions per day, limited budget and hardware constraints made it difficult to keep up, never mind grow. With orders arriving via a multitude of sources – fax, email and phone – collecting, sorting and manually entering the data cost them precious time and money. Throughput and transaction processing were taxed. *"Without EDI, we couldn't meet SLAs,"* stated the Service Delivery Manager. They needed to develop a workflow model that layered the comms piece to ensure customers never encountered bottlenecks or data processing issues.

CLEO Solution

Five companies made the short list. Rule-based processing and a Web Portal narrowed the list to 2. Now it was about relationships and experience. CLEO's outstanding support and proven product track record were highly memorable. CLEO provided a path and solution that helped them move forward and worked well with their existing technology. They needed to make sure that **CLEO VLTrader™** and their integration server would share a heartbeat and sync together. The logistics company sent 50,000 files to the integration server through 5 mailboxes in **CLEO VLTrader** in just 10 minutes – vs. the hours it used to take! CLEO's solution was able to deliver. They could not have managed more than 100,000 transactions daily with their existing hardware environment without using CLEO. *"It is what CLEO does and that's what I needed."* CLEO was the clear choice.

CLEO VLTrader met all of the requirements that the logistics company demanded. A comprehensive requirement list included:

- ▶ Windows Compatibility
- ▶ Data Archiving
- ▶ Event Scheduling
- ▶ Large Protocol Stack Including AS2
- ▶ Drummond Certification
- ▶ Comprehensive Event Logging
- ▶ Executive Reporting
- ▶ Certificate Exchange Management
- ▶ Multi-Threading
- ▶ User Authentication
- ▶ Training & Support



Success Snapshot

- **Size:** Over \$6.8 Billion in Annual Revenue
- **Profile:** Global Logistics with Offices Around the World
- **Software and Services:** CLEO VLTrader & CLEO VLProxy
- **Vertical Industry:** Logistics: Barge, Rail, Road, Freight & Air
- **Country/Region:** Worldwide
- **Business Need:** Seamless Customer Experience & SLA Compliance
- **IT Issue:** Streamlined EDI Management & Throughput



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