

Client Description: Leading Transport Services Provider

Assignment: Project management of improved scanning system

- 400 Portable Scanning Devices
- 6,000 Consignment Transactions per day
- Contractual Service Levels Requirements
- Distinct Inbound & Outbound Processes

Assignment Key Objective: Improve Scanning System Performance

Solution Outcome:

- Reengineering of inbound & outbound processes
- Redevelop scanning software
- Upgrade RF infrastructure
- Design end-user training material

Project Key Achievements:

- Project delivered in agreed timeframe without affecting service levels
- Best in class technology implemented
- RF coverage improved across transport site
- Reduction in FTE levels
- Seamless transition to new system
- Fully engaged stakeholders in a sensitive political environment

