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Technology for a **Changing World**

Mitigating Risks During a Global Migration to New Compliance Standards

AT A GLANCE

THE CLIENT: Global market leader in the logistics industry

THE GOAL: Mitigate risks that may arise during global migration to new compliance standards

THE SOLUTION: Leverage Scintel's expertise in establishing an end-to-end test management capacity to enable smooth and seamless upgrade of legacy systems and applications

BUSINESS IMPACT: Faster turnaround time; comprehensive, expert support; smooth migration with minimal interruptions; full compliance

THE CLIENT

The client is a global market leader in the logistics industry that provides logistics products and solutions ranging from domestic and international parcel delivery to international express, road, air, and ocean transport to industrial supply chain management.

THE GOAL

US Customs has mandated all logistics institutions to remove all paper trails by enhancing their systems and upgrading their existing applications. They have been required to automate all transactions and ensure compliance of in-house and third-party applications with the newly set standards.

The client needed to comprehensively upgrade, test, and standardize all its custom and ad hoc applications—including third-party applications—and automate processes such as validations, billing, and release management.

THE SOLUTION

The client leveraged Scintel's expertise in establishing an end-to-end test management capacity to enable smooth and seamless upgrade of legacy systems and applications. Scintel's team of experts was commissioned to test and validate all standard and custom features, ensuring compliance with the new standards. But beyond this, Scintel also had a significant part in mitigating all risks that can negatively impact the global migration.

The project was divided into three phases: (1) legacy environment and applications migration; (2) legacy and new environments integration; and (3) legacy environment and apps decommissioning.

PHASE 1



Legacy environment and applications migration

PHASE 2



Legacy and new environments integration

PHASE 3



Legacy environment and apps decommissioning

PHASE 1: LEGACY ENVIRONMENT AND APPLICATIONS MIGRATION

The goal in this phase was to migrate all legacy apps from the RMS file bases—which the client had been using for more than two decades—into Oracle RDBMS. Because the overall validation in the client's environment was mainly ad hoc and handful and no standard protocols and sign-off scenarios were established, Scintel's team took the initiative to do more than mere testing and fill these gaps as well.

Scintel's subject matter experts helped in formalizing the whole process of text execution all the way from planning to end-to-end release management office migration. By collaborating with the client's team, they could address questions such as: How do we plan and establish the test

execution? What are the various gates that we must go through? And how do we get the approval of various stakeholders? The team also managed both internal and third-party releases.

Scintel's team went through several dry runs to ensure project efficiency and timely completion. They also identified and addressed all issues, validated and tested all features that were simultaneously developed during the project completion, ensured that the overall performance and efficiency of the new system was in line or better than the legacy environment, and delivered solutions with minimal interruptions. As a result, migration from the RMS file bases into Oracle RDBMS was done smoothly and on time.

PHASE 2: LEGACY AND NEW ENVIRONMENTS INTEGRATION

The next objective was to integrate the legacy and new applications, allowing them to coexist and share the same database without issues. Scintel enabled all custom solutions to operate from the legacy environment but, at the same time, enhance the text execution.

Scintel's team worked closely with the compliance team and client's subject matter experts to write end-to-end test scenarios and ensure that the initial level of the new application was catered into with all the required features. They also provided not only functional testing but also key efficiencies, empowering both the client and its third-party provider to test in Scintel's environment. As a result, they have fixed all issues immediately and completed all deployments on time.

PHASE 3: LEGACY ENVIRONMENT AND APPS DECOMMISSIONING

The last phase of the project involved completely retiring all legacy apps. The new application's features were enhanced based on the roadmap provided by the US customs. Because the new app lacked some of the required functionalities such as accounting capability, Scintel provided custom solutions to fill the gap. Further, Scintel helped standardize ETL and EDI transactions and ensured on-time completion of all releases.

BUSINESS IMPACT

By leveraging Scintel's expertise, the client received more than test execution support.

Faster turnaround time

With Scintel's help, all releases were completed on time.

Comprehensive, expert support

Beyond offering testing support, Scintel also helped in redesigning the client's IT architecture and features and virtually managed the whole product development.

Smooth migration with minimal interruptions

Scintel ensured that all ensuing issues were immediately addressed, resulting in smooth migration and minimal interruptions.

Full compliance

Scintel enabled compliance of all custom apps with the new standards.