

Business Case Study

sodexi
Premium Air
Freight Services

Sodexi (Société de Développement de l'Express à l'International) deploys reporting tool for SmartPhone to enable managers getting access to dashboards and business data in real time...

Fully owned subsidiary of Air France-KLM and Geopost, Sodexi (Société de Développement de l'Express à l'International) is the world leader in express transport mail and parcels using commercial flights. Company's mission is to carry, to clear through customs and to deliver shipments with no delay.

About 420 staff members are assigned on express handling duties in 25,000 sqm of its express hub located in Paris CdG airport. 450 passenger flights on a daily basis (200 arrivals - 250 departures) lead to over 55 500 tonnes of parcels handled annually.

Key figures

- Annual turnover of 180 M€.
- Automated sorting centre operating 24/7 year-round
- 450 passenger flights handled daily (200 arrivals - 250 departures); 55,500 tonnes of parcels handled annually at the "Express Hub"
- 420 staff assigned on express handling duties
- ISO 9001 certified

Challenges

- Enabling off-site managers to get access to business-critical data, wherever they stand
- Deploying easy to use solution
- Fostering information sharing among managers and respective team members

Benefits of the solution

- Reports available 24x7 in real time, from any mobile device connected to the Internet

“*«Business4Mobile is definitively the reporting solution dedicated to mobile employees looking at key performance indicators related to day-to-day activity.»*”

Fabrice Noël, SoDExI's Chief Information Officer

Access to operation data in real time

Because of the 24x7 business nature, Sodexi's managers need to get full visibility over operation data. However, as they do not stand on site all day long, it was very difficult so far to get a clear understanding of streams in the right timing. To overcome that challenge, Sodexi has chosen Business4Mobile solution. It enables managers to get access from any mobile devices - Smartphones connected to the Internet as well as iPad, tablet PC, PC, Mac and Linux workstations - to any enterprise database management systems, to run customized queries and to watch in real time, key performance indicators as tabular data or charts:

« Thanks to Business4Mobile, we now can easily create dashboards enabling managers, whether on-site or not, to access thru their mobile phone connected to the Internet, to opera-on data. Those business applications map the following company's processes: traceability, logistic and automatic clearance through customs as well as e-document exchanges in partnership with French customs. Managers can then smoothly track down in real time, handled air fret, errors and discrepancies and even forecast charge dispatch based on following day schedule. In some extent, Business4Mobile is definitively the reporting solution dedicated to mobile employees mainly looking at key performance indicators related to day-to-day activity », states Fabrice Noël, Sodexi's CIO.

Fast to install and safe to use

Beyond its instant data delivery capability, Business4Mobile's easy-to-deploy capability is another silver bullet Sodexi mentions. Indeed, that solution doesn't require any additional modules on either mobile phone or end-user SIM card: *«We managed implementation upfront, from an administration Windows-based workstation. Thus, we settled Business4Mobile's user rights and created several ready-to-use queries with many heterogeneous data sets »*. A key capability Fabrice Noël wants to highlight: *« Whether it's IBM DB2 – 400 for i, Microsoft 6 SQL Server, IBM Informix, Oracle, MySQL or even PostgreSQL, Business4Mobile can connect to any Enterprise SQL database. Finally, it doesn't mean any significant server overloading »*. On End-User side, only Webserver (Apache, Microsoft Q for PHP, ...) sign-on (with user id/password) is required.

Ease of use and information sharing

Depending on the business application they connect to, Sodexi managers can then pick and choose ready-to-use queries, based on their privileges as defined by IS department: *« Business4Mobile provides a user friendly interface. Thus, managers can define themselves query results display mode, either tabular data or charts. Most importantly, they do not have to worry about display management as Business4Mobile automatically optimizes it according to mobile device screen size »*.

Concerned about knowledge sharing among team members, Sodexi's Information System department is also keen on generating pdf reports on-the-fly to be sent by email as attachments: *« Beyond the ability for our managers to access to their critical business data, Business4Mobile value-add seats in its easy-to-use and easy-to-share information capabilities »*.

Moving forward, several new projects are in progress within Sodexi's IS department. Among them, Fabrice Noël would open up use of Business4Mobile features, in order to enhance customer experience, to targeted external users willing to get real time information such as flight details in case of bad weather conditions for example.