A Cleo Case Study: Global logistics company sheds manual processes and frees up EDI bottlenecks with Cleo’s file transfer technology

Cleo customer profile
Company: Major global logistics firm with offices around the world
Industry: Logistics (barge, rail, road, freight, air)
Business needs: Seamless customer experience, SLA compliance
IT issues: EDI management and throughput
Revenue: Nearly $7 billion annually

Managing tens of thousands of transactions a day means meeting crucial SLAs is no small task.

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, the company was dependent on manual processes.
IT challenges
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 the company precious time and money. Throughput and transaction processing were taxed. "Without EDI, we couldn't meet SLAs," said the service delivery manager. The company needed to develop a workflow model that layered the communications piece to ensure customers never encountered bottlenecks or data processing issues.

The solution
Five companies made the short list. Rule-based processing and a web portal narrowed the list to two. Now it was about relationships and experience. Cleo's outstanding support and proven product track record stood out. Cleo provided a path and solution that helped companies move forward and worked well with existing technology. The company needed to make sure Cleo's solution and its integration server would share a heartbeat and sync together. The logistics company sent 50,000 files to the integration server through five mailboxes in Cleo's MFT solution in just 10 minutes – versus the hours it used to take! Cleo's solution was able to deliver. The logistics firm could not have managed more than 100,000 transactions daily with its existing hardware environment without using Cleo. "It is what Cleo does, and that's what I needed," the service delivery manager said.

List of needs
Cleo met all of the requirements that the company demanded. A comprehensive 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 and support