

COURIER IS ON THE ROAD TO SUCCESSFUL GLOBAL GROWTH WITH REAL-TIME PACKAGE TRACKING SYSTEM

Challenge

At Dawn Wing, a fast-growing South African courier and logistics company, every parcel must move like clockwork. As it expands globally, Dawn Wing wants to track and trace packages in real-time and assure deliveries are made right the first time. These capabilities will enable Dawn Wing to streamline operations, grow with confidence and assure its clients have peace of mind.

Solution

Dawn Wing consulted with Dovetail Business Solutions, a leading architect for supply chain execution software, for a logistics solution that would help it operate like a big-time international courier company. The resulting solution is based on Dovetail's FreightWare Logistics Application Suite and utilizes Software AG's Adabas, Natural and webMethods EntireX.

Benefits

- Greater accountability – even customers can track packages in real-time
- Improved cash flow since invoices are now paid 25% faster
- Easy scalability – Dawn Wing can move nearly 10 times more parcels than it could 10 years ago with help from the new system
- Increased uniformity of trading practices across branches
- 24/7 availability with no planned downtime required
- Low cost of ownership



Customer

Dawn Wing DPD is one of South Africa's leading courier and logistics companies, providing international service to 220 countries via a partnership with DPD, one of Europe's largest international courier and logistics companies.



Partner

Dovetail Business Solutions Ltd. is a specialized application software company widely regarded as the leading architect for supply chain execution software in Southern Africa.

Get there faster.™

“Overall this solution has helped reposition Dawn Wing in terms of its offerings and products and align the company to become a great deal more innovative.”

Ashen Govender | Chief Information Officer | Dawn Wing Global Express

Quick, smart, reliable

Dawn Wing’s mission is to be a premier provider of courier and logistics services within and beyond the borders of South Africa. The company has built its business on being quick, smart and reliable. To this extent, Dawn Wing is committed to constant innovation to deliver exceptional products and customer service.

To become more innovative, Dawn Wing sought a higher-order logistics solution to increase efficiencies and support global growth. Specifically, Dawn Wing wanted to:

- Reduce costs by assuring deliveries are made right the first time
- Meet required Service Level Agreements (SLAs)
- Enable customers to track shipments in real-time
- Increase the accuracy and timeliness of invoices
- Assure creditors are paid efficiently
- Create an audit trail for parcels in and out of the warehouse
- Immediately identify and manage exceptions, such as misroutes
- Manage third-party consignments to assure accurate deliveries and correct charge backs

This strategic initiative would require a backend Enterprise Resource Planning (ERP) structure, a stable operating system and a robust database ready to cater to a large volume of live transactions.

Solution delivered – with Adabas and Natural inside

Dawn Wing worked with local Software AG partner Dovetail Business Solutions to customize its FreightWare Logistics Application Suite. The FreightWare suite features: transport and warehouse management systems; the eBusiness Internet application and collaboration platform; the eDocs and eBilling document imaging and electronic billing systems; and the eMobile on-board vehicle and parcel management systems.

Dovetail, in turn, selected Software AG technology as part of the overall solution to meet Dawn Wing’s stringent requirements.

The robust and scalable Adabas database from Software AG enables Dawn Wing to easily increase transactions as business grows with minimal impact on response time and hardware resources. The Adabas data management system is designed for high availability with: virtually no limits on database file and record size; flexibility with support for structured and unstructured data; and ultra-high performance with transaction speeds of more than 300,000 transactions per second.

Business processes are supported by Natural, an easy-to-use business application development and deployment environment from Software AG. Natural helps ensure strict compliance to defined processes so that trading practices are uniform at all Dawn Wing branches.

All of this is accomplished with a low cost of ownership. According to Dovetail, “it has been proven time and time again that total cost of ownership of the Software AG technology and the business solution developed using this technology could not have been realized using other competitor products.”

Reliable, future-proof and on-the-go

Dovetail evaluated a number of technology suppliers, including Oracle and IBM, and selected Software AG because of the software’s stability and scalability. Using Software AG technology, Dawn Wing can operate 24/7 with no unplanned downtime. That’s critical since Dawn Wing serves global markets around the clock. In the event of planned downtimes, systems are up again within a planned window.

Dawn Wing also was able to embrace add-on products without discarding years of IT development in existing applications. New capabilities now implemented include:

- A mobile solution so Dawn Wing can manage drivers while they're on the road. The mobile application interfaces with the core application in real-time.
- A data warehouse with staged data from the Adabas database.

Well equipped for global growth

According to CIO Ashen Govender, the solution has "repositioned Dawn Wing, allowing the company to gain its competitive advantage and become a dominant player in its field, furthermore assisting it in gaining a global presence comparable to well-known international courier companies."

Waybills have an audit trail from the time they are created in the system. The suite has reduced debtors' days from 60 to 45 days, according to Govender, and has allowed more accurate reconciling on subcontractor billings. And, for the first time, Dawn Wing has an online track and trace system linked to financial reports.

The solution will help sustain the company's favorable growth. "Dawn Wing moved 25,000 parcels in 1998 and is set to move 2 million parcels in 2008," he said. That's nearly 10 times the number of parcels in 10 years that will be managed with help from the logistics solution.

KEY COMPONENTS

Adabas data management system

Easily scales to support new business growth.

Natural development environment

Helps Dawn Wing assure uniformity across branches.

webMethods EntireX

Allows Dawn Wing to extend existing systems to meet new business needs.

ABOUT SOFTWARE AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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