



QUOTE:

“We’ve been experiencing double-digit growth figures annually. Mendix allows us to build our company in our own pace.”

- Co Konings, Manager Business Development & ICT, Sandd



Sandd streamlines logistics with Mendix Business Improvement Platform

Geography

Apeldoorn, The Netherlands

Industry

Logistics

Business partner

Magnus Management Consultants

Improvement type

Build, extend & measure

Business need

Extend existing ERP with high-performance web interface, lower production costs & increase both user & customer satisfaction

Requirements

- High-transaction Web interface
- >2 million manual new record entries annually
- Web service interface w/ existing order & customer management system
- Management reports on 3 levels
- Leadtime < 1 month

Solution

Deploying a flexible application portal extending the Sandd Resource Planning system (SRP) with a high-performance transaction module

Products used

Mendix SmartFlow AJAX Portal
Mendix Business Modeler
XML Application Server
Mendix Connection Bus

About Sandd

Sandd is the 2nd largest post company in the Netherlands growing with double-digit figures and employing over 10.000 people. In order to keep up with this fast growth pace, Sandd is working closely together with business partners that support their success. Sandd currently operates from more than 100 distribution centers throughout the country.

Challenge

Each week Sandd receives large quantities of post mailings that for some reason are undeliverable or wrongly addressed. Sandd's standard procedure demands manual processing of each item, in order to provide adequate feedback to the customer and simultaneously clean the recipient database as a service.

In order to streamline the daily process of receiving and administering undeliverable parcels in over 100 local distribution centers, our business partner Magnus Management Consultants received the following business challenge:

- Create a scalable and high-transaction workflow solution that supports over 100 concurrent users in processing large quantities of undeliverable post
- Allow for flexible management reports & alert management on at least 3 different DMU levels
- Interface with Sandd Resource Planning using Web services
- Do it quick, with maximum lead-time of 4 weeks!

Solution

After evaluating a number of competitive options, Sandd decided that Mendix offered the only alternative that would provide not only an instant solution to an urgent problem but also the best flexibility and growth options for the future.

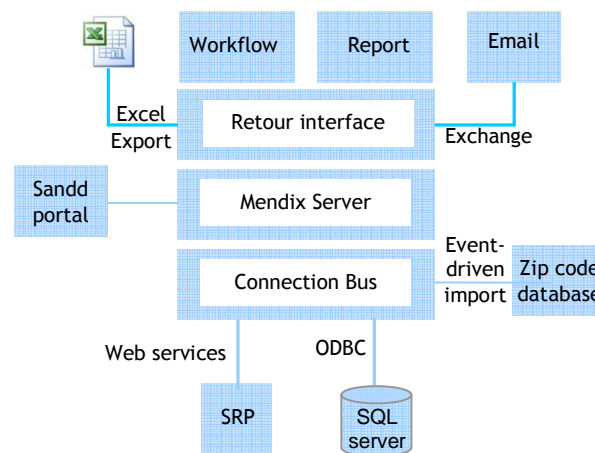
Together with Magnus and Sandd's internal IT department we drew up a multi-phase roadmap for implementing Mendix in the Sandd network. In order to support the primary process of handling retour parcels, a solution was designed that involved a flexible workflow application, fully integrated with several existing systems including Sandd Resource Planning (ERP), Microsoft Exchange and a standalone operational database.

Using Mendix Business Modeler all project members could actively participate in designing the accurate process models, management reports and user interfaces. This would not only significantly speed up the entire implementation process, it would also help getting a clearer picture of all user requirements. Changes to the userface or meta-model were easily processed, as was the re-use of existing data in the Sandd ERP.

Additional requirements of the desired outcome were scalability, flexibility and a very user-friendly, high-performance user interface. To achieve this Sandd chose Mendix XML Application Server for running the application and managing connectivity. Also, since the process required the manual handling

of large quantities of wrongly addressed post, Mendix Portal was chosen for its rich AJAX interface with the option to mainly use keyboard-controls to enter data. This alone would already dramatically improve efficiency.

Part of our challenge was minimizing additional load on existing operational databases. To do so, we utilized an event-based scheduler for bi-weekly importing the zipcode database - consisting of over 7 million dynamic records - into the Mendix database.



Results

- Within 4 weeks Sandd had access to a scaleable and high-performance workflow solution for streamlining internal logistics
- >100 users now work more efficiently and management has detailed, timely and more accurate management reports
- Sandd customers are more satisfied with automatic database cleaning
- Together with Magnus Management Consultants we met our deadline of designing, configuring and integrating the desired solution in 4 weeks
- Using Mendix Business Modeler we were able to build in 3 active user-feedback sessions to sharpen interface & process requirements
- Using Mendix Connection Bus and Mendix event-driven architecture we were able to ease the process of application integration using Web services, direct database connection and scheduled import

About us

Mendix is an innovative software company offering the Mendix Business Improvement Platform. Mendix is designed to provide more flexibility and control over business processes by combining real-time business intelligence with the ability to rapidly deploy process-centric information systems that are easily integrated and adapted in any existing IT & business environment.

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