

DTDC enhances its support for a growing client base with cloud migration

Through cloud migration and an upgrade of SAP HANA, Capgemini in India enables DTDC to achieve business growth and compliance

Transitioning from a local to a global provider

Ever since launching as a small courier delivery service company in 1990, DTDC Express Limited has been building its success upon the idea of maintaining enduring and personal relationships with its customers by offering the most comprehensive and effective services. With this approach, DTDC has evolved from a local courier service in India to an international logistics company that operates in over 21 countries, and has realized its vision of becoming a courier for all e-tail services.

However, remaining competitive requires constant innovation. DTDC determined that it needed to upgrade its technical hardware, expand the scalability of its database by overcoming its storage limitations, and update its servers to handle the demand for increased capacity. In addition, the organization needed to prepare for the implementation of the Goods and Services Tax (GST) required by the Indian government.

Overview

Client: DTDC Express Limited

Region: India

Sector: Cloud

Client Challenge:

DTDC needed to transition to a cloud-based infrastructure and upgrade its existing SAP technology to better support its growing customer base

Solution:

Capgemini performed a sequential cloud migration and technology upgrade within two and a half months, minimizing disruption and costs while enabling DTDC to achieve compliance

Benefits:

- Enable future business growth
- Reduction of TCO by at least 30% annually
- Simplified implementation of India's GST (Goods and Services Tax).



Establishing a partnership to enable a cloud-based approach

To accomplish these objectives, DTDC decided on a cloud migration strategy that would comply with new Indian regulatory tax requirements while remaining competitive with other industry leaders. In preparing for this project, DTDC needed a partner with experience in cloud optimization for global companies. The business also wanted an extremely rapid delivery to minimize any short-term disruption of operations.

DTDC chose to partner with Capgemini because of its extensive experience in cloud migration. In addition, Capgemini had provided seven years of SAP application maintenance support as part of an existing relationship. Together, the partners planned an expedited 2.5 month-long migration process that included a system upgrade and the implementation of SAP middleware, a delivery that would normally require 5-6 months of effort.

Rapid delivery achieves compliance and greater effectiveness

Due to the complexity and short timeline of the project, Capgemini performed a comprehensive cloud migration and executed an SAP Suite on HANA (SoH) upgrade and a HANA Database migration back-to-back. This approach optimized the delivery and enabled the team to complete the project faster and at lower cost than would have otherwise been possible. Capgemini was able to manage the delivery with few additional demands made upon the DTDC core team due to its understanding of critical business processes and extensive experience with SAP technology, including SAP ECC, SAP PI/PO, and Solution Manager. This meant that DTDC experienced the benefits of the solution without having to divert valuable time and resources from other essential tasks.





Following the migration and introduction of the latest SAP HANA database, DTDC achieved an expansion of its capabilities as an international e-tail service provider. Thanks to a reduction in the total cost of ownership (TCO) of around 30% and the smooth implementation of the GST, DTDC was able to expand its offerings on a global scale while complying with local regulations. In addition, the upgraded SAP technology enhanced the overall performance of the system, empowering DTDC to support a larger number of customers more effectively.

With this solution, Capgemini enabled DTDC to improve its scalability and expand its international opportunities while maintaining its roots in India. New SAP technology strengthens its ability to support customers in a variety of countries while lower costs and greater efficiency ensure that it can keep pace with a growing customer base. As a result, DTDC is better prepared for future digital technologies and ready for long-term expansion and continuing innovation.

Leading the field with enhanced operations

Through an effective, collaborative effort, Capgemini and DTDC were able to rapidly complete a migration to the cloud while introducing an upgraded technology suite, guaranteeing that the courier organization would be better equipped to support its customers in the future. This solution and DTDC's continuing partnership with Capgemini have empowered the organization as an industry leader capable of competing with its largest international competitors.

This project has once again demonstrated the innovative capabilities of both DTDC and Capgemini. By upgrading its systems, DTDC became an international player capable of fulfilling its customers' needs regardless of their location, all while achieving compliance. Meanwhile, Capgemini proved its unique ability to deliver best-in-class solutions for complex situations and within extremely short timelines.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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About DTDC

DTDC is a leading supplier of courier services in India. Since its establishment in 1990, it has expanded to handle more than 12 million packages and possess a significant global footprint that encompasses 240 international locations including the United States, UK, Canada, UAE, Hong Kong, Australia, China, and all Asian countries. A key to its success has been the contribution of its 35,000 employees, franchisees, and associates who are committed to the spirit of service.