

Optimal cost and process transparency with “TANGO”

Future-proof software architecture harmonises air and ocean freight handling around the world

The Situation

DB Schenker Logistics coordinates the transport of more than a million tons of air freight as well as a million ocean freight containers for its customers every year. Around the globe and around the clock.

At the dawn of the new millennium it had already become evident that the IT used for transport management would not be sustainable in light of the growing volumes and requirements. The company hence planned and launched a project to modernise the complex system landscape. During the implementation DB Schenker Logistics commissioned the logistics and development experts of Capgemini with conducting an audit, which resulted in the immediate stop of the ongoing modernisation and the development of a new, comprehensive solution approach.

The Solution

The recommendation of the auditors resulted in a second project attempt based on a completely new concept. This time, DB Schenker Logistics decided on Capgemini as the partner for the joint development and implementation.

The new solution received the name “TANGO”, short for “Transport Application for Air and Ocean Freight Network and Global Operations”.

TANGO replaces more than 32 legacy systems and, as the single, central system worldwide, supports the harmonised processes of the air and ocean freight business. The solution covers the entire end-to-end process of transport transactions – from order

“When embarking on a project of this size you need an architect on site with a sense of where the IT will be in five years from now.”

Peter Schumann,
CIO of Schenker AG



to invoice generation. In addition, it enables a consistent analysis of the transport chain in terms of costs, revenues and process quality.

With TANGO Capgemini has developed a transport management system offering maximum transparency and flexibility – also to customers and partners: a central, global data base allows DB Schenker Logistics at any time to provide up-to-date information about the details of transports.

A further element of customer orientation is the integrated rate & contract management, which especially facilitates a timely response to customer enquiries. Using TANGO, DB Schenker Logistics can now easily enhance existing business areas or efficiently develop new ones.

The Result

After project completion, TANGO will be available to about 12,000 concurrent users in nearly 130 countries.

Embedded in a carefully planned and executed project management, the system development and roll-out followed precisely defined stages, so-called increments. These were aligned with regional requirements as well as feasible roll-outs scenarios.

Next to the long-standing logistics experience of the Capgemini developers, backed up by excellent references of numerous top companies from the industry, our close collaboration with the DB Schenker Logistics practitioners and selected partner companies safeguarded the success of the project. Among others, special project tasks involved companies such as DB System (operations) and Sogeti (acceptance tests).

“Following our first attempt on the cheap, for TANGO we now decided on the BMW.”

Peter Schumann,
CIO of Schenker AG

How DB Schenker and Capgemini have worked together

The project team implementing TANGO included up to more than 300 employees, 100 of them from Capgemini alone. The latter were responsible for large shares of the software development, while the definition of requirements was delivered by DB Schenker.

The software developers of Capgemini worked from five locations in Germany, Poland and India. An intelligent distribution of development work between onshore, nearshore and offshore locations – Capgemini calls this the Rightshore® approach – helps to achieve substantial cost savings.

Sustainable software architecture is one of the high-level requirements of this demanding development project. Based on QUASAR, Capgemini developed a sophisticated application architecture with clearer demarcation

between responsibilities and functional components. This client/server architecture helped Capgemini make TANGO independent of 3rd party products. Coming up with a solution as soon as possible became a challenge, particularly because it was necessary to master an often complex migration of the huge and constantly increasing database. All in all, TANGO was developed with the most modern methods and software technologies such as Java 6 and platforms such as Linux and Oracle WebLogic. The high performance that the worldwide system is supposed to deliver 24x7 is becoming a solid proof of a successful development activity.



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About Capgemini

With around 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they

want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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With more than 94,600 employees in some 130 countries, DB Schenker represents the transport- and logistics activities of Deutsche Bahn.

Measured by revenues and volumes, the DB company ranks number two worldwide among the industry's leading service providers. In 2011, DB Schenker generated total revenues of approximately EUR 19.8bn, representing a share of around 52% in the results of the DB group. With its transport and logistics unit, DB enjoys top positions in global air and ocean freight, maintains the densest land-based transport network in Europe, and leverages the rail competences of the largest European rail freight company.

With its about 2,000 locations across all major economic regions around the world, the logistics unit of DB runs a global network tailored to the requirements of customer service, quality and sustainability.

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