



Parcelforce Worldwide transforms tracking and reporting with new dashboard

By committing to an agile and collaborative approach, Parcelforce Worldwide partnered with Capgemini to deliver parcel-tracking information to its customers more quickly and accurately

More information for a better customer experience

As a key player within the express carrier industry in the United Kingdom, Parcelforce Worldwide has built its business upon satisfying its customers' interests while safely and rapidly delivering packages to a diverse range of domestic and international locations. A member of the Royal Mail Group family, Parcelforce Worldwide has spent over 30 years investing in IT and infrastructure to ensure an optimal experience for businesses and consumers. As a result, Parcelforce Worldwide handles a massive number of shipments at any given time and must not only ensure that those packages reach their intended destinations, but also that the customers who send them are kept informed of their status.

Overview

Client Challenge: Parcelforce Worldwide needed to create a new tracking and reporting dashboard to be able to supply a wide array of tracking information on its website to all of its customers and provide an improved customer experience.

Solution: Parcelforce Worldwide partnered with Capgemini to create a new tracking and reporting dashboard that provides its customers with unique and transparent insights into the tracking details with secure access to account information. The customer can drill down 3 levels from an overall view of all the parcels in transit down to the status of individual parcel. The customer can also self-serve by running bespoke queries on various parameters and download the parcel data for analysis or invoicing purposes.

Benefits

- Faster delivery of relevant information to customers
- Greater visibility 24/7
- Enhanced accuracy
- Greater control for customer services
- Reduced costs



As part of its continuing effort to improve the customer experience, Parcelforce Worldwide needed to create a new tracking and reporting dashboard to be able to supply a user-friendly portal to deliver information more quickly than the existing process. By doing so, the organisation intended to enhance its efficiency, responsiveness and accuracy. The solution would need to provide a complete view 24/7 of all parcels which are handled by Parcelforce Worldwide, with a modern look and feel, as well as a smooth interface.

Collaborating as a single team

Parcelforce Worldwide wanted a partner that understood the unique challenges it faced and had a history of customised, digital solutions that utilised best-in-class technology. That partner was Capgemini, not only because of the existing relationship between the businesses, but the commitment to true agility and a “one team” approach that was demonstrated.

For this project, the organisations followed an agile methodology that involved daily co-ordination, maintaining a consistent dialogue about business rules, objectives and the Parcelforce Worldwide future vision. This approach ensured early buy-in from stakeholders because it established the need for a full commitment to and time investment in the solution. Through working as a single, cohesive team, Parcelforce Worldwide and Capgemini established an approach that would deliver a fully bespoke and innovative solution to meet the customer need.

Delivering a new depth of tracking insight

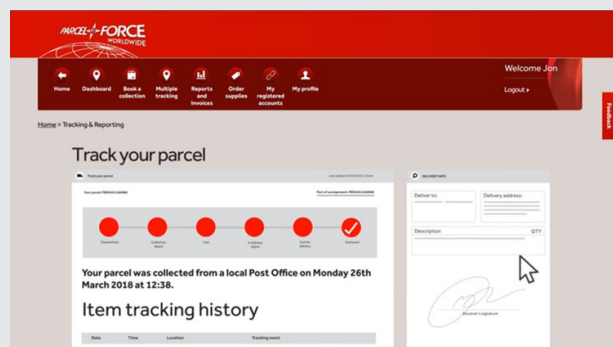
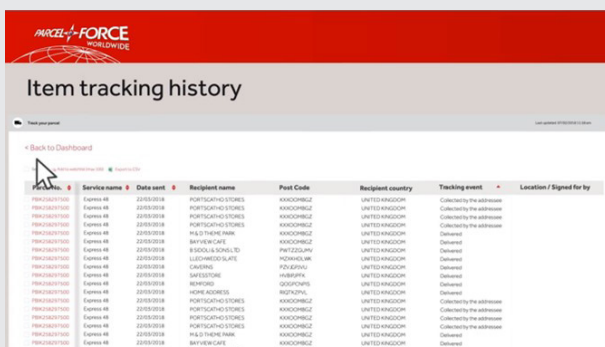
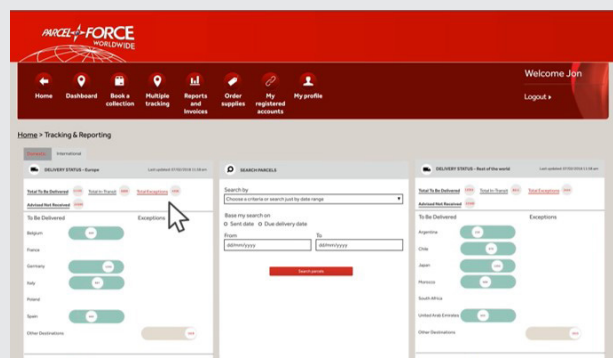
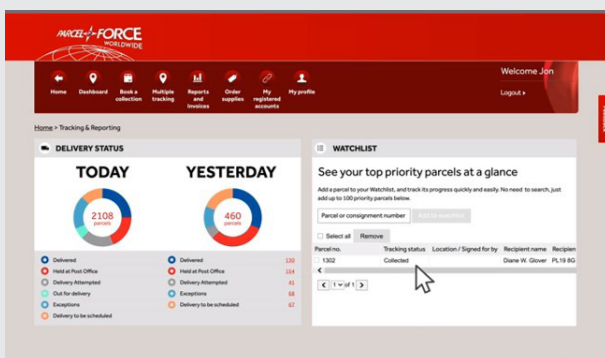
To create the dashboard, the partners began with an existing Capgemini technology stack that consisted of state-of-the-art database technology. They then added or adapted elements

of the stack as needed, creating a new pre-processing capability and applying the front-end capabilities in entirely new ways.

Through the creation of a bespoke built solution, Parcelforce Worldwide and Capgemini created a new dashboard that supplied three levels of tracking information without the user ever needing to pick up the phone. On the first screen the dashboard provides a high-level view of a business’ in-transit packages. By clicking on a segment of this initial view, users can narrow the selection of information to a set of specific shipments, creating a watch list. For example all parcels en route to London. Finally, the dashboard makes it possible to search for a single package, providing detailed information such as delivery address and current status, meaning time critical parcels can easily be tracked.

This is made possible by a unique preprocessing capability, connecting the dashboard to Parcelforce Worldwide’s existing data tracking system. Once this information is collected and aggregated, the new system manages preprocessing every 15 minutes, after which it is stored in “buckets” to enable rapid user access. In this way, the system ensures that all Parcelforce Worldwide data is organised and available constantly through a single source. In addition, users can submit queries through the dashboard or download information, largely removing the need for tracking-related calls by customers.

Thanks to the new, user-friendly tracking and reporting dashboard, Parcelforce Worldwide has experienced substantially improved operational efficiency. Customers can now see all of their parcel information in one place, enabling them to self-serve. In addition, this new level of detail and access has substantially boosted the level of visibility Parcelforce Worldwide can provide, while the regular pre-processing of data ensures greater accuracy.



Achieving a joint success

Parcelforce Worldwide now has an advantage within a highly competitive market. It is able to provide a unique level of support through an unprecedented amount of information that concerns a volume of parcels that other organisations cannot track as effectively. This project has once again demonstrated Parcelforce Worldwide's dedication to innovation and to its customers, while providing yet another proof point of Capgemini's flexibility and aptitude for delivering unique, best-in-class solutions.

The success of this project can be attributed to the close collaboration between Parcelforce Worldwide and Capgemini. By operating as a single, agile team, the organisations were able to completely understand the challenges they faced and the options available to address them. This relationship will only grow stronger as they continue to focus on enhancing the ability to support Parcelforce Worldwide customers.



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 realise 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 over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

Learn more about us at
www.capgemini.com/gb-en

About Parcelforce Worldwide

Over 30 years in the making we've a long history as part of the Royal Mail Group, but in 1986 Royal Mail created a separate parcel function forming the foundations of the business we know today. In 1990 Royal Mail Parcels was rebranded to Parcelforce, along with a massive investment in IT and infrastructure with the introduction of online tracking and the construction of our National and International sorting hubs. Then in 1998 the business was rebranded to Parcelforce Worldwide. The last decade has seen us move into the express parcels market with further investment in technology which enables us to provide our exceptional quality of service. In 2013 we continued investing in the future of our business, enabling us to further enhance our network with 12 new and improved depots. Along with building a brand new processing centre in the North West with industry leading technology; ensuring that we can continue to handle your parcels with greater speed and precision, so we are best placed to meet the rapid growth in demand within the express parcels market.

Learn more about us at
www.parcelforce.com

For more information on this project, please contact:
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