



## International Logistics Company Enhances its business process through a Workflow Framework

### Overview

**Country or Region**  
Asia Pacific

**Industry**  
Logistics

**Customer Profile**  
SDV Logistics is based in France. Its regional headquarters, SDV Asia Pacific, is located in Singapore. It is a leading logistic company in the world

**Business Situation**  
SDV Asia Pacific wants to streamline and improve its business processes

**Number of Users**  
Est. 1000

SDV Asia Pacific is the regional headquarter for SDV International Logistics. SDV International Logistics is a worldwide-known-and-leading group, specialized in international freight forwarding, transportation and logistics.

SDV International Logistics is now operating in 88 countries with 15 000 employees. SDV International Logistics belongs to the Bolloré Group, which employs 30 000 people worldwide.

Specialist in all areas of transportation and logistics, SDV International Logistics provides customized solutions using the most advanced technologies.

SDV expertise lies on an in-house, built-in efficient IT system, a reactive and reliable international network and a close relationship with the major operators of the international transportation.

\* For further information, please refer to the website [www.sdv.com](http://www.sdv.com)

### Solution

SDV Asia Pacific implemented a custom developed solution by leveraging on Muu Consulting experience, K2.net workflow and Microsoft servers.

### Benefits

- Dynamic routing capability without the hassles
- Flexibility and Empowerment combined
- Flexibility and Multi-language support
- Time and Geographical Barrier Elimination
- Prevent 'Missed' tasks
- Ability to monitor process more visibly
- Scalable as business grows
- Conformity to Standards and Procedures

### Situation

SDV Asia Pacific ("SDV") has been evaluating the possibilities of digitizing its operations to reduce total turnaround time for manual intensive administration operations and to improve overall efficiency. With this purpose in mind, SDV has identified K2.net 2003 Enterprise Workflow Engine as the tool to streamline its operations.

SDV plans to implement a generic workflow application portal that supports multiple languages based on K2.net. With this portal in place, SDV Asia Pacific will be able to add more workflow applications built with K2.net to it easily. The portal act as a single point of entry for all K2.net based workflow applications to minimize learning curves for users.

SDV has identified the Sales Incentive Scheme (SIS) system as the first workflow process to be built and integrated into the workflow portal. This system will allow the sales personnel and their managers to log into the system from any supported web browser to view, track and submit their commission statement monthly.

## Solution

The solution is to build a workflow framework using K2.net. This framework must be extendable to support additional workflow applications and multiple languages. Multiple languages support is critical due to the various countries that SDV operates in.

It is also critical for the organization to be able to implement changes in its business processes quickly. Instead of detail coding, a graphical workflow design method is preferred. This provides SDV with the speed of implementation and ease of maintenance necessary to keep up with its users' demands.

With this in mind and together with the help of Muu Consulting, a workflow application portal was developed on .NET foundation with K2.net Workflow 2003, Microsoft Windows Server 2003 operating system, Microsoft Internet Information Server 6.0, and Microsoft SQL Server 2000 database.

This portal provides the framework for new workflow applications to be added. It includes enhanced pending task lists, submission lists, user profiler and dynamic routing profiler, etc. Most of the business rules such as routing profiles for each individual and each application may be configured from the Administration module without the need for extensive program changes. The portal also provides a framework for workflow specific business rules configuration.

With the workflow portal, SDV can deploy new workflow solutions quickly. Through automatic escalation and routing status report provided by K2.net, the new solution streamlines the workflow processes for SDV.

In addition to this workflow portal, a Sales Incentive System application was developed. The Sales Incentive System integrates with its back office system for sales information and provides the routing between sales manager and salesmen. This system allows the salesmen to be able to monitor their own performance and motivate them to achieve their target or beyond. Their commission information is generated in real time. The system also allows the sales manager to view and monitor the performance of their respective salesmen.

## Benefits

### **Flexibility and Empowerment combined**

The adopted configuration-based approach in the design of both the workflow portal and Sales Incentive Scheme grant the administrator flexibility in controlling the behaviour of the overall system. This is made easily via administration modules.

### **Design Flexibility and Multi-language Support**

With a graphical drag and drop design environment provided by K2.net 2003, changes can be easily and readily adjusted. With the built-in multiple language support in K2.net and the workflow portal implemented, workflow applications that needs language localization may be implemented easily. This is important for logistic companies which operate across the globe.

### **Reduced Paper-Work and prevents "Missed" tasks**

Automating process electronically reduces manual forms and discourages efficiency. Users assigned a tasks can be sent reminders automatically or rerouted as necessary. Authorised super users will be able to gain a bird's eye view of all processes to identify bottlenecks. All these features helps to prevent 'missed' tasks.

### **Dynamic routing capability without the hassles**

Routing behaviour for the same application can differ for different individuals without changes to the codes. The workflow portal offers powerful routing profile management to cater for changes in the business processes or exception cases.

### **Time and Geographical Barrier Elimination**

Being an organisation with a global presence, SDV requires many key personnel to travel both regional and internationally or even collaborate across its offices. Having a workflow portal that is accessible through almost all locations with a network connectivity, users stay informed, connected and productive regardless of their location.

### **Track and View status of processes to address exceptions/ tasks in a timely manner**

K2.net automatically logs details of a process. It also provides a graphical or record view of workflow process status. The statuses of approval and process flow are tracked automatically. This allow authorized user to review or check on the status easily.

### **Scalable as business grows**

As SDV continue to grow and expand globally, it is essential that the implemented system can continue to support its business requirements. With a robust and scalable system developed on top of K2.net 2003 and Microsoft platform, this system will serve SDV for years to come

### **Conformity to Standards and Procedures**

Auditing and assessment for standards and procedures can induce lost of productivity to many key personnel of the organisation as valuable time are spent to assist the auditors with the process. By digitizing and automating key processes, auditing duration can be largely reduced as the system does not allow for "workarounds" and information can be captured and presented clearly and accurately to the auditors.

### Software and technology:

- K2.net Workflow 2003
- Microsoft Windows 2003 Server Enterprise Edition
- Microsoft SQL Server 2000 Enterprise Edition
- ASP.NET
- Microsoft Visual Studio .NET Enterprise Edition



SourceCode Technology Holdings, Inc. develops the award-winning K2.net® 2003 enterprise workflow offering. K2.net® is the leader in business process management for .NET through its enablement of rapid solution assembly to optimize interactions between people, systems and process. Customers derive significant value from their Microsoft investments by leveraging K2.net's® powerful, proven and seamless integration across a range of products including: Microsoft Office, InfoPath, SharePoint Portal Server, Project Server, Content Management Server, Live Communications Server, BizTalk Server, Exchange and Visual Studio. In conjunction with its global partner network, solutions have been developed to help manage and monitor processes that are designed to help customers increase profitability, reduce costs, improve customer satisfaction, and maintain compliance efforts.

SourceCode Technology Holdings, Inc. is headquartered in Redmond, Washington and has offices across the United States, the United Kingdom, Germany, South Africa, Australia, and Singapore.

For more information about SourceCode Technology Holdings products and services, call (+65) 6438 0646 or go to:  
[www.k2workflow.com](http://www.k2workflow.com)

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## For More Information

Muu Consulting is established by a team of experienced consultants from top tier global consulting organizations. Muu's mission is to enable organisations to profit from its process and knowledge through a solid solution foundation that includes

- Business Process Automation and Management utilizing Workflow Engine technology
- Efficient management of knowledge through award winning Document Management, Records Management and Knowledge Management systems.
- The ease of use of solution through Microsoft platform i.e. desktop environment and server integration

For more information about Muu Consulting products and services, please contact the following offices or visit our web site at [www.Muu-consulting.com](http://www.Muu-consulting.com)

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