

**CASE STUDY**

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**APPLICATION DEVELOPMENT  
MAIL MANAGEMENT SOLUTION**



**CCS**  
technologies

[www.ccs-technologies.com](http://www.ccs-technologies.com)

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## ABOUT CLIENT

One of India's leading media organizations and publishers of one of the world's largest circulated daily newspapers (more than 2.5 million copies daily), in addition to 40 other print publications, FM radio stations, Television stations and a strong online presence.

## BUSINESS NEED

The traditional print and publishing industry requires large number of physical documents and packages to be sent across their different news bureaus, printing units and offices. Our client, being one of Asia's largest media organisations with several units, branches and bureaus across the country, had a very large quantity of packages that were sent on a daily basis.

To facilitate this, they use a combination of external courier agencies and company operated vehicles to deliver these packages across various locations every day.

As there were high occurrences of misplaced packages, incorrect destinations and delayed deliveries, the client wanted a courier management solution to keep track to manage and track each package.

Comprehensive solution need included:

- Courier Initiation
- Bundling
- Despatching
- Receipt
- Monitoring & Tracking
- Effective data interchange with existing software ecosystem

## CCS SOLUTION

CCS architected and developed a web application which integrates with third party courier dispatch systems, using Microsoft technology stack. Our solution architecture enables easy adoption to scalable hosting models on cloud and in turn facilitating our customer to fulfil their digital roadmap.

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## BENEFITS TO CLIENT

- Reduced logistic related complaints by 90% within one year
- Gained cost and time savings by more than 50% within 6 months
- Ability to track status of internal and external couriers and provide accurate information to stakeholders
- Optimised and effective delivery of couriers
- Ability to scale up and update software in a centralized way
- Enable future move to cloud environment without re-architecting
- Seamless integration with SAP ECC ERP for data interchange with related functions



### CORPORATE OFFICE

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### DEVELOPMENT CENTER 1 & 2

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### DEVELOPMENT CENTER 3

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