



Shipping leader overcomes merger-related service challenges

- **Needed to integrate processes across merged companies**
- **Involved more than 20 functional and geographic teams**
- **Sought holistic customer problem resolution for all agents**

The business issue

After acquiring another company, this shipping industry leader needed seamless integration to ensure a successful merger. The challenge? Connecting more than 20 functional and geographic teams, while providing visibility into data and transactions across the shipper's massive logistics networks.

The ideal solution would offer a scalable platform with holistic, real-time views of data and transactions across functions and geographies.

The solution

The company chose Pega Case Management™ because of its ability to provide enterprise integration with rules, process, and case management – including auto-generated auditing – in a single, unified platform. The Pega Platform™ can easily mash up into other systems of record, from the company mainframe to global Salesforce.com implementations.

The merged company now meets internal and external expectations with a cross-functional management system for customer transactions. The company estimated that without Pega's case management efficiencies, its post-merger problem resolution lifecycle would have increased from 1.5 days to 2.5 days, lowering customer satisfaction. Now service issues are resolved quickly, across networks and entities.

The results

Going forward, the company will use Pega "Case Management as a Service" in their digital transformation, modernizing legacy systems with reusable case components to support diverse functions and teams. Already, the company has seen:

- **40% resolution time savings of estimated merger-related issues**
- **Core application functionality up and running in 90 days**
- **98% adherence to development delivery goals**