

*What if... you could have 100% transparent information delivery across all locations?*

*"With Cordys we can easily create business process driven screens which will enable us to more easily align IT with business requirements."*

Renaat Sohl, Corporate Manager ICT, Ewals



**Challenge**

- No critical visibility into key elements for reporting and control of assets
- Reorient Ewals' business strategy
- Centralize all information
- Create interaction with partners through a web based front end
- Standardize information flows and front ends

**Solution**

- Development of a Europe-wide portal for all of the organization's locations
- The Cordys ESB is used to integrate data from the existing iCare system, Quintiq planning system and other systems into the portal

**Benefits**

- Streamlined business processes and integrated data from key applications
- Transparent information delivery across all locations
- Adaptable environment to changing customer specific business processes
- Improves efficiency and enhances services provided to its customers



Ewals Cargo Care, founded in 1906 and headquartered in Tegelen, the Netherlands, is a European logistic service provider and a major player in the European transport and distribution market. Ewals has a network of offices, transport companies and warehouses across various European countries and offers end-to-end solutions for moving, storing and managing a large variety of goods for different industrial sectors. Apart from owning a fleet of 3,500 units (road and intermodal), Ewals Cargo Care has also developed initiatives for managing the entire delivery chain and non-asset-based transport programmes.

## Business case

Ewals is a front-runner in its industry in using IT to support its business activities. An example is the **iCare system**, which was developed in-house several years ago and still supports all the administrative activities for the company, underpinning many of the IT systems and business processes. Ewals recently re-oriented its business strategy to **'Move, Store, Manage'** and as IT is the key enabler in improving and managing all processes, the IT strategy had to be aligned accordingly. Part of this strategic review included taking a closer look at business processes and the impact that IT had on both customers and employees.

Critically, the company wanted to protect its legacy investment, while at the same time, build new and flexible process-oriented functionality.

## The solution

Ewals selected the Cordys platform because it allows for quick realization of new functionality and can seamlessly integrate the existing administrative applications. Ewals' transport planners now have full insight into the available transport resources as well as the demand from various countries. In this way, they serve their customers in a quicker, more reliable and cost-effective way. Ewals' IT partner Ordina takes care of the implementation of the platform.

As a result of the open nature of the Cordys platform, systems and components within Ewals' environment were made available to customers. This greatly improved their provision of information and services. Furthermore, the Enterprise Service Bus (ESB), an important component of the Cordys platform, offered support for opening up Ewals' current application environment to new, advanced applications.

Since the Cordys platform also supported the set-up of a Services-Oriented Architecture (SOA), Ewals could benefit from powerful modelling features and better align its processes with customer and country-specific demands and requirements. Customer specific application development would no longer play a limiting role.

The initial project revolved around the development of a Europe-wide portal for all of the organization's locations, to serve as the central point of information. The Cordys solution was designed to streamline the business processes and integrate data from the existing iCare system, Quintiq planning system and other systems into the portal.

## Business benefits

The new portal not only allows for a transparent information delivery across all Ewals locations, but also provides a broader range of additional functionality. Ewals could now add intelligence into the portal, including client recognition. Once the client is recognized, only relevant data fields would be shown to the user. This improves efficiency and speed when entering data.

One of the most important advantages of the Cordys solution is that it provided a platform approach for Business Process Management and is not a fixed package. It provided Ewals with the necessary tools to gradually build a new IT environment which does not affect the existing systems and data and which is very adaptable to changing business needs. With the new portal and the Cordys Business Operations Platform, Ewals can quickly introduce new processes linking information from the various legacy systems, improving efficiency and enhancing services provided to its customers.

**CORDYS**  
My Business Platform



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