



Shipping and Handling, Modernized

Global shipping services company seeks to modernize and enhance their business-critical enterprise application portfolio.

a story of **owning change**



Owning Change in Transportation and Logistics

Mail and package shipping might be older than the internet, but that doesn't mean the [industry](#) has been slacking when it comes to digital transformation. Our customer, a titan of e-commerce and shipping services, has been a longtime leader in digital innovation, but their legacy applications needed critical upgrades.



What We Did

Business Modernization
DevOps & Agile
Enterprise Applications



Industry

Transportation & Travel



Results

Customer modernizes decades-old legacy applications critical to enterprise infrastructure.



Key Integrations

Microsoft

Legacy Application Modernization

Out With the Old, Preparing for the New

A series of core applications, many over 20 years old, served as the foundation of our customer's core business infrastructure. Maintaining support for legacy applications is costly and inefficient—but modernizing them is a complex process that must be handled by experts to ensure no loss of data or downtime. Our customer looked for a technology partner who could build a modernization plan around hitting critical KPIs, with quality of code and accountability as top priorities. These KPIs included:

- Code quality and reliability
- Attrition rate
- Objectives delivered
- Functional test coverage

These KPIs, along with an aggressive modernization timeline, provided a challenge that TEKsystems was more than ready to face.

Leveraging Skilled Offshore Support Teams

A Staged Delivery with Dedicated Support

There were four critical legacy applications on the list. Our approach? Assign each their own product-oriented delivery (POD) team made up of a diverse group of experts. Each team consisted of centralized governance through a highly experienced delivery manager—responsible for tracking progress—and business analysts who worked with the customer to set business goals and help translate them to technical deliverables. All team members, whether offshore or onshore, participated in daily scrum calls, and the leadership team participated in weekly status meetings and an executive-level periodic review of the program to ensure transparency at all levels. Over the course of the project, these teams:

- Created user stories and work product definitions
- Conducted PI planning sessions, sprint planning and backlog management
- Developed new code, deployed new builds and migrated builds between environments
- Completed unit testing and executed system integration testing

In addition to the core modernization efforts, we implemented several improvements to the applications' security, optimized key integrations and oversaw critical version upgrades to improve overall performance.

Building SOWs on Outcome-Based Work

Signed, Sealed and Delivered

Modernizing an over 20-year-old business-critical application is a big ask for any third-party vendor. Why did our customer trust us to get it done? Because we started small, building a strong relationship and demonstrating our ability to deliver objectives with a KPI-based model of delivery. This instantly provided accountability on our end. TEKsystems considered the work successful only when we'd achieved all objectives that business had defined.

Personnel alone wasn't enough—it took industry knowledge, technical skill and the ability to problem-solve to meet the customer's goals.

Real-World Results

Our customer started with four offshore teams. Today, they utilize six offshore POD teams with plans to add more as business demand increases. These teams provide legacy application modernization and production support. Our experts continue to hold daily scrum calls, documenting knowledge transfer from previous vendors, updating artifacts with current architectural and business information, and eliminating communication gaps. As the modernization process continues, the applications will become more efficient and provide an improved user experience for businesses utilizing our customer's programs.

The support we provide will set the stage for future progress on our customer's transformation journey. Their strategy, which includes initiatives to retire costly on-premises data centers and further optimize their core applications, will help them save an estimated \$219 million to \$253 million by 2026.

1 month

to onboard (as compared with 3 months by other vendors in ecosystem)

92% +

of new, fully tested code delivered (as compared with less than 80% by other vendors)

\$219M–\$253M

estimated enterprise cost savings

About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at [TEKsystems.com](https://www.teksystems.com).