



ALLOWING A GLOBAL HOUSEHOLD NAME TO DELIVER SMARTER, BETTER AND FASTER THROUGH ANALYTICS - ALL DELIVERED AS A SERVICE



‘A leading UK Parcel delivery & Logistics firm with a global reach and a group turnover of nearly £10bn uses the Zizo Service to drive their business. The service & solution delivered to our client allows them to see the performance of the operational, commercial and financial elements of their business at a granular level, allowing them to become focused on profitability as opposed to purely revenue, while also improving customer service.’

Our client was facing a large number of increasingly difficult challenges to their dominant position in the market. Regulatory compliance, increased competition and higher costs pushed them towards an understanding that they needed a new solution to best understand business performance, created using the data held within their business.

Like many others they had invested vast amounts of money building a data warehouse and implementing expensive reporting tools to make the information accessible. The project finally resulted in only summarised information being available, with limited access to the underlying detailed data. There were large groups of dissatisfied users maintaining their own reports on Excel with no scope for any new enhancements, because of the effort required just to maintain the system as it stood.

In looking for replacement solutions, a large amount of time was invested in looking at traditional data solutions, but the time, cost and complexity of these solutions meant that any return on investment would take years to come to fruition. At this point they decided it was time to investigate alternative options - enter zizo®.



LOGISTICS CASE STUDY

CUSTOMER

UK based Logistics and Parcel Delivery firm with a truly global reach.

CHALLENGE

To improve the quality of service across the delivery business whilst improving efficiency and reducing costs.

SOLUTION

With the zizo® data service, our client is able to analyse data from the commercial, operational and financial aspects of the business down to a level of granularity of an individual parcel. The solution has over 500 users, contains billions of parcel tracks and is available to view over the web through a bespoke application.

BENEFITS

- Greatly Improved reporting and analytics across all aspects of the business, down to depot level
- The solution was delivered in 10 weeks from start to finish, for the cost of the technology upgrade
- Analysis has allowed the business to become completely focussed on profitability, whilst maintain high delivery standards

This client is realising real and significant business and technology benefits.

Examples are:

Reduced software licence costs for all reporting and analysis capabilities

zero per-seat deployment and maintenance cost through the use of a bespoke visual application

The Zizo Service allows new functionality to be implemented in days, significantly reducing their cost of change

The previous approach meant changes and new reports would take typically 4-12 weeks to deliver and implement

Their data cleansing and implementation of new data quality standards was achieved in a fraction of the time it normally took

Like most clients this had proved to be too difficult and expensive to achieve using traditional tools over a period of 5 years

Significant amounts of time and money are being saved as each department and user are using an agreed view of consistent data

This has changed the business dialogue, not only internally but also with their customers

The solution has over 500 users, across all levels of the business, from CEO to Depot manager - all delivered from the same platform.

Ease of use and an intuitive approach have been fundamental aspects enabled by The Zizo Service

The entire solution is designed to cater for hundreds of users and requires only standard server hardware to support the fully online system - scaling to billions of rows of data

Our client now has a solution which has been 'future proofed', allowing them to greatly expand the business into new areas without worrying about their key systems

ANALYSING PROFITABILITY

A step change in the way our client is able to use analytics comes in the form of profitability analysis.

As The Zizo Service holds all business data at a granular level within one platform, our client was able to calculate to precise operating cost of everything they do, and relate this directly back to the profit & loss accounting.

This has enabled them to understand the profitability of every business decision, changing their operating methods and dramatically increasing profitability.

Finally... As our client has expanded, so has the service. But with the capabilities of zizo®, a technology designed to specifically meet complex analytical challenges at any scale, our client has been able to deliver real business benefit through actionable insight.

Get in touch to find out how The Zizo Service can change the way you do business.

For further information

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