

Modernizing Data Architecture and Maturity for a 3PL Provider

The client, a leading third-party logistics (3PL) company, provides integrated services for customers around the globe while maximizing customer value through continuous improvement and innovation. The company offers solutions in warehousing and fulfillment, transportation, freight-forwarding, and integrated supply chains.

Prior to this engagement, the client identified the need to evaluate their Oracle Data Warehouse system and explore opportunities for improvement, either by enhancing or replacing the existing system. The Oracle system served as their primary data storage solution, supplemented by additional data sources for focused purposes. The client expressed concerns about overall data quality within the organization and sought to determine whether their data management strategy met their expectations and positioned them for future success.

The client engaged Clarkston to assess their Oracle Data Warehouse and reporting methodologies, gaining deeper insights into the organization's data needs and overall performance. The assessment focused on determining whether the current data and analytics platform(s) had a scalable and stable infrastructure, a well-structured data model, and efficient data ingestion processes. Additionally, Clarkston provided recommendations, conducted an organizational review based on customer feedback, and evaluated cost-effectiveness.

As a result of this engagement, Clarkston identified key pain points and gaps in best practices as well as determined the organization's data maturity alignment. The team provided comprehensive recommendations for optimal architecture strategies, data management improvements, reporting enhancements, governance principles, technical optimizations, cost analyses, and a roadmap for long-term success.

Case Study

PROJECT OVERVIEW

INDUSTRY:



Other

PRODUCTS AND SERVICES :



3PL

PRIMARY OBJECTIVES:

- Assess the people, processes, data, and technology across the organization
- Identify any potential optimizations to the overall performance of the solution, including costing and quality, by evaluating the data models stored within Oracle or other systems
- Evaluate the current reporting framework for optimizations that enhance performance, accuracy, and efficiency
- Provide recommendations either through enhancements to the existing system or a potential replacement

RESOLUTION:

- Identified core user groups and interviewed development teams and business users to understand user experiences, pain points, and system usage patterns from key stakeholders and end users
- Gather qualitative insights on how Oracle supports (or hinders) business processes
- Evaluated existing reports from Oracle and how they were created
- Assessed the current Oracle system's technical setup, configuration, and performance
- Analyzed integrations with other systems & data flow
- Assessed desired outcomes vs. Oracle Suite capabilities
- Reviewed configuration documentation, process maps, user guides, and technical specs to understand the intended design vs. current usage
- Evaluated governance procedures, change management logs, and historical audit trails
- Created key data model diagrams for the Oracle system
- Reviewed the cost of the existing Oracle and relevant systems, as well as the cost of potential cloud tools

KEY BENEFITS:

- Identified gaps in current state functionality
- Cross-referenced documentation findings with interview insights to create a comprehensive understanding of the system's state
- Identified output data flow for internal and external end points
- Defined desired outcomes for data quality and governance
- Identified bottlenecks, inefficiencies, and outdated components in the system
- Uncovered inefficiencies in workflows, integrations, and data management
- Provided recommendations and costs for an optimal, holistic architecture and data model



KPIs

- Provided 25 insight summaries from interviews
- Created a Reporting Catalog of 130+ dashboards/reports
- Created a Data Dictionary of 165 tables
- Created a Data Catalog of 700+ items

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