



CERTUS

Certus transforms supply chain management capability of logistics giant TNT

TNT Logistics is a leading global logistics company, operating in 36 countries. It designs, implements and operates complex supply chain solutions on a national, regional or global scale for medium to large enterprises. The company focuses on a diverse range of market sectors including automotive, tyres, electronics, consumer goods, utilities & telecom and publishing & media.

TNT Logistics Asia Pacific contracts with large multi-national corporations to outsource their inbound and outbound logistics and distribution functions across the Asian region. Whenever TNT wins one of these contracts there is a requirement for them to integrate the TNT owned warehouse management systems (WMS) with the back end systems, including ERP systems, of the client.

TNT's historical approach has been to integrate systems on a "point to point" basis; in effect, hard wiring differing applications to others that are needed in the business integration framework. The fundamental issues with such an approach are:

- The bespoke point to point integration for each customer requires a complex project to implement the integration. There is no reuse of any previous effort. ▶

APPLICATION

'On demand' hosted IBM WebSphere Business Integration solution allowing seamless integration of disparate WMS and ERP systems.

BUSINESS BENEFITS

Quick deployment of business to business (B2B) integration solutions, i.e. faster time to deploy contracts so faster time to generate revenue; re-use of interfaces, and therefore reduced cost to deploy new customer connections; high availability of solution in a 24*7 managed environment; highly secure solution with 24*7 firewall monitoring; all messages stored and queued - buffering trading partners from system unavailability; only one external connection for B2B transactions to manage, significantly reducing personnel and administration costs; eliminates need for internal staff with EAI/B2B skills; "Out of the Box" visibility and management via unique integration portal; central storage of messages, enabling easy recovery in disaster recovery situations.

SOFTWARE

IBM WebSphere Application Server v5; IBM WebSphere Business Integration Message Broker v5; IBM WebSphere MQ v5.3; IBM DB2 V8.1; IBM Tivoli Storage Manager; IBM Tivoli Enterprise Console; All components are deployed on AIX 5.2 and Red Hat Linux Enterprise Server 2.1.

HARDWARE

IBM x345 Intel Servers; IBM BladeCenter Intel Servers; IBM p630 Unix servers; IBM 4560 Modular Tape Library.



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- Maintaining point to point, bespoke interfaces is expensive and difficult due to an inherent lack of standards with this approach.
- Systems management is very complex as there is no single point from which to monitor and manage TNT's electronic interaction with their customers. If a connection to a client is lost this can have considerable impact on TNT's service level agreements, and therefore cost.

Michelin Thailand contracted TNT Logistics to provide warehouse management services for its South East Asian operations. It became apparent soon after work began that there was a need to provide Michelin with specialised integration services outside the normal competencies of TNT Logistics.

TNT recognised that there was a requirement for a highly available (24*7*365) centralised integration solution. The service needed to provide a high level of visibility so that TNT and their customers could monitor supply chain activity, especially service levels, in real-time. The solution was to be component based so that TNT could use it for other outsource logistics

contracts. It also needed to be flexible enough to provide integration while supporting the complex mappings and business rule requirements of each individual contract.

TNT Logistics looked to IBM Premier Business Partner, Certus, to integrate Michelin's JD Edwards system (located in Singapore) and TNT's ISIS WMS (located in Thailand). Certus developed and implemented a unique 'on demand' hosted IBM WebSphere Business Integration solution for TNT.

The development process included an initial assessment of the integration requirements of the Michelin project. This showed that new message formats needed to be developed in order to integrate Michelin's JD Edwards system and the WMSs TNT Logistics deployed. Certus used its high level WebSphere Business Integration consultant base in Asia, and its development and testing resource in New Zealand, to develop new message formats. A rigorous period of testing was then undertaken by these consultants to ensure message integrity and security, and that the interaction of messages across multiple systems was correct.

Certus has successfully completed a second project for TNT using the 'on demand' Business Integration solution, which went live in September 2004. This involved the integration of Makro Cash & Carry's MBS ERP system and TNT's Manhattan WMS.

Providing high levels of visibility, security, availability and simplicity

Certus developed a unique Business Integration Partner Portal (BIPP) for TNT and its clients. The BIPP is highly available online and presents in real-time an unprecedented amount of information, including key performance indicators and general performance statistics. This information is crucial for management of the supply chain and assessment of its performance, and allows clients to assess TNT's compliance with Service Level Agreements.

Round-the-clock firewall monitoring by Certus delivers peace of mind to TNT and its customers. Central storage of supply chain messages enables easy recovery in disaster recovery situations.

Certus maintains a 24*7 managed environment which makes for a highly available solution. TNT has unlimited access to the systems linking applications. Trading partners are buffered from the unlikely event of system unavailability as messages from the supply chain are stored and queued. ▶

"Using IBM WebSphere Certus has literally revolutionised TNT's ability to deliver supply chain logistics solutions to customers."

Graham Wright
Regional Logistics Technology Manager
TNT Logistics



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The solution is simple to manage as there is only one external connection for B2B transactions. This significantly reduces the costs of administration and personnel. There is no longer a need to maintain internal staff with Enterprise Application Integration/B2B skills.

A unique solution with limitless potential

As the services and systems are provided by Certus, a 3rd party organisation, on a per use basis, a major investment in integration systems is not required. The solution can be deployed rapidly, so revenue can be generated rapidly. System interfaces are re-used, so the cost to deploy new customer connections is significantly reduced. The unique solution provides TNT with the capability of linking any customer based systems to its operational systems using a dedicated architecture.

About Aon New Zealand Limited

Aon New Zealand is the country's largest insurance broker. It also operates a substantial financial services business and is one of New Zealand's leading providers of superannuation products.

Aon New Zealand is a subsidiary of the New York-based Aon Corporation – a world leader in insurance and financial consulting services. The parent company has operations in 120 countries worldwide and annual revenues of around \$US9 billion.

About Certus

Delivering customer value through successful enterprise software projects that align business processes with technology is Certus Solutions core focus and key strength.

Backed by over 20 years experience, Certus designs, develops and integrates enterprise solutions based on IBM software components, implemented to address each client's unique business requirements and environment. As a Premier IBM Business Partner and the largest specialist team of IBM certified professionals across Australia and New Zealand, Certus represents a solid proposition for organisations looking for a full-service enterprise partner, offering a rare depth of expertise across the breadth of the IBM software portfolio.

Certus' experience includes work with some of the region's largest organisations, including Air New Zealand, Aon, Cement Australia, Fonterra, Honda Australia, Tupperware Australia and Westpac.

Owned and operated by its senior management team, Certus employs 100 people servicing over 400 clients from offices in Brisbane, Melbourne, Sydney, Auckland and Wellington.

For further information

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