



DYNAMIC SYSTEMS' SUCCESSFUL

SECURE PROOF OF CONCEPT

HELPED U.S.' LARGEST LOGISTICS ENTITY
IMPROVE OPERATIONAL EFFICIENCIES

ABOUT THE CLIENT

Industry: Government

Location: Undisclosed



AT A GLANCE

Challenge

The client's primary package delivery and tracking system was experiencing load and stability issues. These challenges forced its customers to turn their backs and switch to other service providers for package delivery fulfillment.

Solution

Execute a successful Dynamic Systems' Secure Proof of Concept showcasing readiness, capability and value of high-performing, alternate system infrastructure

Results

- Streamlined operations across the enterprise
- Efficient delivery of more sophisticated services
- More accurate delivery and tracking capabilities
- Strengthened supply chain through enhanced visibility
- Improved customer satisfaction and retention

Overview

The U.S. Postal Service has successfully rebuilt its system infrastructure to support high delivery volume during peak seasons and overall customer service levels by leveraging key Dynamic solutions. This partnership has allowed the client to meet customer satisfaction and retention, and ultimately, stay competitive in the package delivery market.

Challenge

The United States Postal Service (USPS), the country's largest logistic entity, handles the most mail and packages in the world. A key business challenge for USPS was the myriad of different service provider options available to consumers.

For many years, USPS was the only player in town for package and mail delivery. Now, it is faced with immense competition – most notably the likes of Amazon, FedEx, and UPS. Online company Amazon, in particular, is posing threat to USPS growth as it moves to capture product orders and then eliminating the delivery choice from the consumer – which, was not the case before when packages are purchased and sent out at the consumers' choice.

Additionally, the rise of online shopping with packages dominating the space today is not helping USPS, an organization originally focused on letter mailers and not package shipments. Obviously, another factor that influenced USPS slowing growth was the popularity of email and social media messaging that severely impacted the delivery of standard mail. These trends have forced customers to switch service providers (e.g. FedEx, UPS, Amazon) to deliver their packages.

USPS knew that customer satisfaction and retention are critical to maintaining market position, and that its primary package delivery and tracking system, Regional Intelligent Mail Server (RIMS), was no longer an option as it was repeatedly experiencing load and stability issues.

With huge volumes of mail moving each and every day, alongside increased seasonal online purchases, USPS' current system infrastructure was constantly stressing or even overwhelming essential delivery and tracking services.

USPS' system infrastructure is not designed to handle an extremely high volume of packages to successfully meet customer service levels. It overwhelms the legacy information technology (IT) systems and a new, highly-reliable infrastructure was needed to perform more sophisticated services.

USPS' aging legacy information technology (IT) systems presented several challenges:



technical deficiencies,
including load and stability
issues



increasing number of
customers switching service
providers



inability to handle
increasingly high and
increased purchasing by
consumers online

Solution

USPS asked Dynamic Systems to participate in the evaluation of the RIMS platform after the 2018 holiday season – a time when surging consumer confidence stressed its system infrastructure.

Dynamic Systems proposed a multi-phase plan to assist USPS in rebuilding their infrastructure to support the volume of packages and customer service levels. The idea is that Dynamic Systems first identified USPS' demand and current market situation and how its products and solutions fit within the logistics entity's needs. It ensured the operational structure in place would be able to support USPS services. It then secured a Proof of Concept (POC) to demonstrate alternate platforms (e.g. Oracle-based platforms) outperforms and outpaces legacy systems, such as HPE, which is USPS' system of choice under RIMS.

Dynamic Systems' multi-phase approach included:

1

Building a replica environment of RIMS inside Dynamic Systems Technical Center

2

Running a POC on the results achieved in the Oracle/Dynamic Systems Technical Center and compare/contrast with current throughput provided to USPS

3

Creating a plan initially leveraging the proof of concept architecture as a CoP/DR/Alternate production workload capability in either the Oracle Cloud Infrastructure or a USPS facility

4

Migrating the CoP/DR/Alternate production side to be the primary USPS RIMS site



Results

- Reliable and Accurate Package Delivery and Tracking
- Consistent Package Delivery Status
- Fast and Stable Customer Service
- Additional Service Availability (online signature, delivery confirmation)

With the expert help of Dynamic Systems, USPS achieved increased operational efficiencies and improved customer service levels.

The results achieved in Dynamic System's Secure POC were about double the performance throughput of the RIMS application. Using Oracle ExaData as an alternative architecture, Dynamic Systems demonstrated that the required speed and stability, measured through timely package delivery, can be achieved.

The Secure POC was successful in letting USPS discover the value of Oracle ExaData to the organization and the interest of its clients.



"The results achieved by the Dynamic Systems proof of concept clearly demonstrated to USPS the capability and business value the Oracle ExaData architecture coupled with Dynamic Systems delivery services can bring to the USPS."

Scott McDermott, USPS, Director of Retail Systems

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