Matrix B2B Service Portal
Case Study

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1. About the Client

CEVA Logistics is a company where its distinguished parentage and entrepreneurial spirit can be traced back to 1946. CEVA acquired by CMA CGM in 2020 and became a GIANT OF TRANSPORTATION AND LOGISTICS with revenue over $30.3 billion operating across 160 different countries with 755 offices and with a work force of 110,000 employees.

Provides services in

- ✓ Air freight
- ✓ Ocean freight
- ✓ Road freight
- ✓ Rail freight
- ✓ Project logistics
- ✓ Value Added Services

At CEVA we have organized our business to meet the specific challenges of different industry sectors. Our specialist teams apply their genuine expertise in your market to provide the most appropriate solutions for your business.

- ✓ Serving predominantly the industries like,
- ✓ Consumer & Retail
- ✓ Industrial & Aerospace
- ✓ Automotive
- ✓ Healthcare
- ✓ Technology
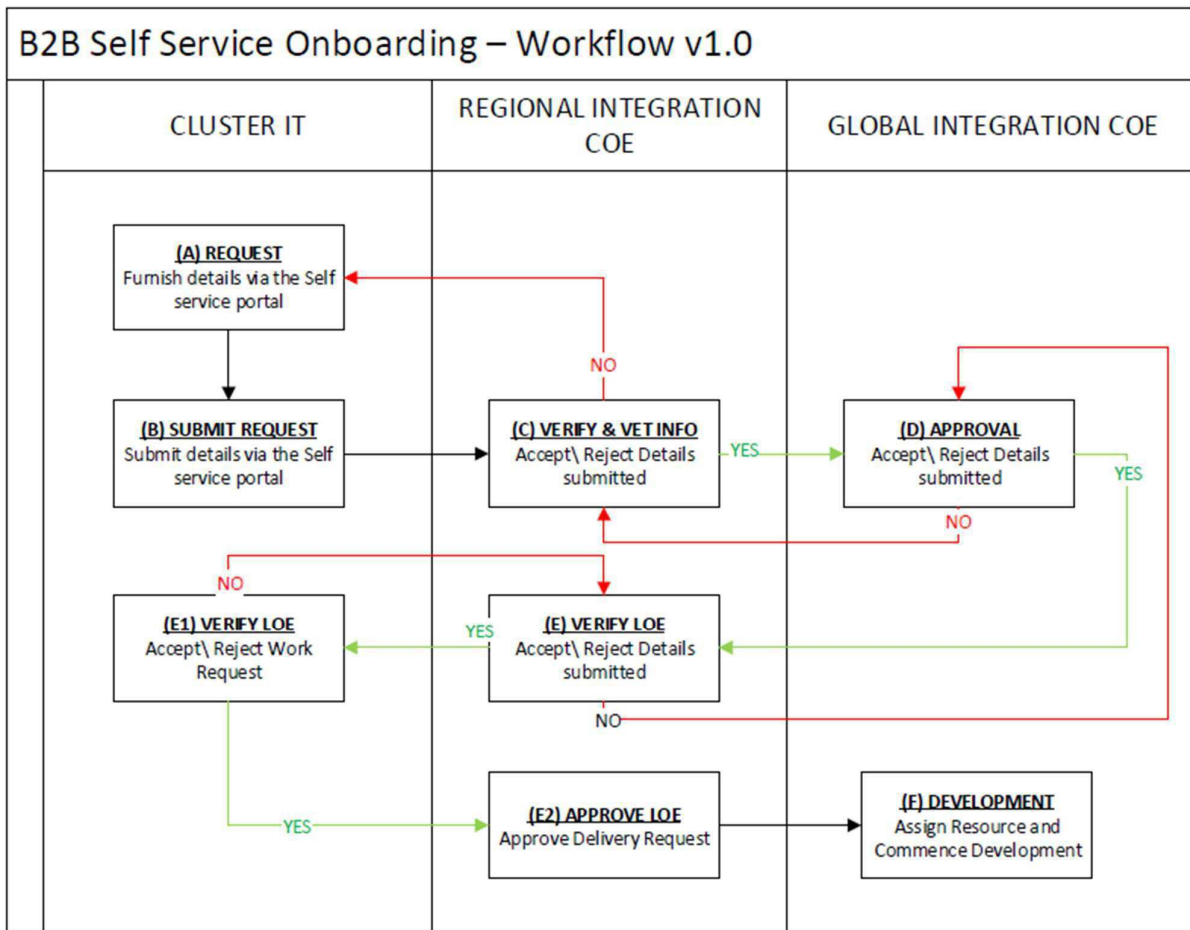- ✓ Energy
- ✓ E-commerce

2. Summary of the Case Study

CEVA APAC Team wanted to develop a web application called Matrix B2B Self Service Portal with High Security Model Authentications and easy navigation menus with custom and Rich GUI. The Application needs to developed using CEVA Java Framework (CJF) using Java/J2EE, JSF, and Prime Faces and provide effective and user friendly interface for the consumer. Camunda work flow engine being used for Triggering of Emails.

The Scope of the Project includes Design, Development; Testing & Deployment of Web based Functional Application using CEVA Java Framework (CJF) with full security and Business Process work flow structure (Camunda) with Management hierarchy Approval, User Management, Reports and Third Party Service Integration
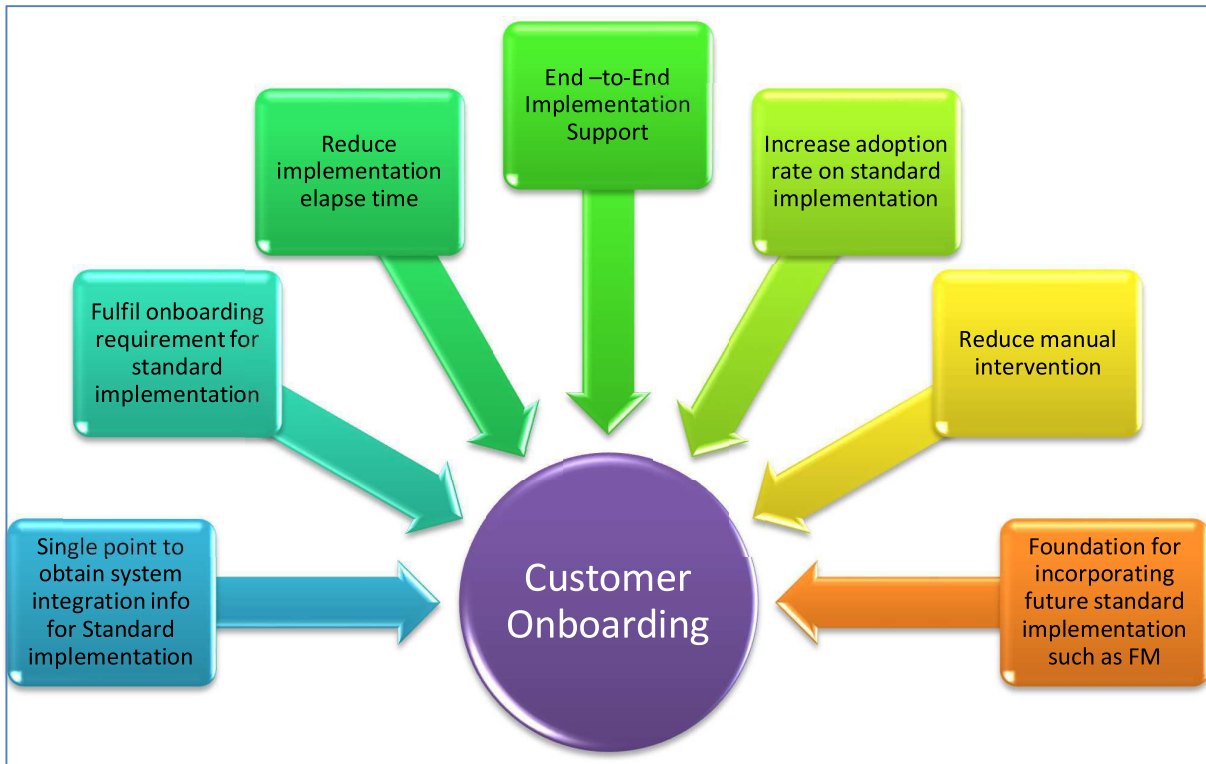
The Portal is to facilitate on boarding of the customers implementing the STANDARD Interfaces. This portal will be built with an idea to reduce the time required to implement the STANDARD interfaces and to reduce the manual intervention during implementation of the STANDARD interfaces. This portal will be the foundation for incorporating STANDARD implementation in other business functions (CL, FM, and Ground)
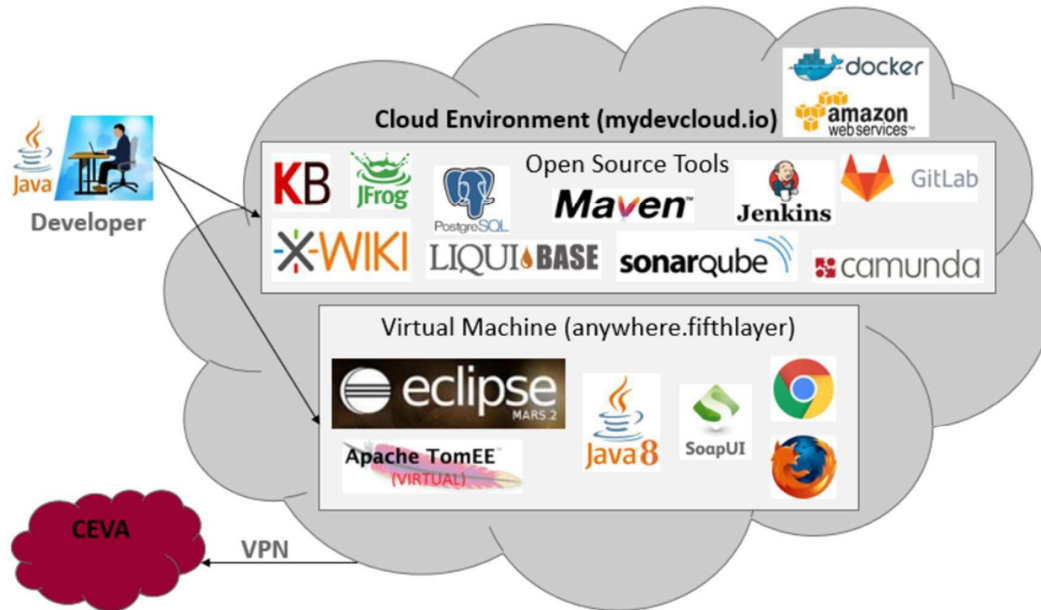
3. The Activity

- ✓ On boarding functionality enabling the end user to create and manage the request..
- ✓ An incorporated workflow function controls the request from the moment the request is initiated, up to the state where the request is fulfilled.
- ✓ Incorporate control and governance in terms of the versioning of the STANDARD maps.
- ✓ Other value added features such as a dashboard depicting selected details, linkage to IVA and data analytics.
- ✓ Good evolving technology
  CJF (CEVA Java Framework)
  Camunda Work Flow Engine
  Responsive Screens using Bootstrap

B2B Self Service Onboarding – Workflow v1.0

CLUSTER IT	REGIONAL INTEGRATION COE	GLOBAL INTEGRATION COE
(A) REQUEST Furnish details via the Self service portal		
(B) SUBMIT REQUEST Submit details via the Self service portal	**(C) VERIFY & VET INFO** Accept\ Reject Details submitted	**(D) APPROVAL** Accept\ Reject Details submitted
(E1) VERIFY LOE Accept\ Reject Work Request	**(E) VERIFY LOE** Accept\ Reject Details submitted	
	(E2) APPROVE LOE Approve Delivery Request	**(F) DEVELOPMENT** Assign Resource and Commence Development

4. System Context

5. Technical Approach

6. The Challenges & Barriers & Enablers

➢ Learning the client specific framework , CJF –CEVA Java Framework and deliver as expected
➢ Limited access to the technical team of the framework development
➢ Limited training on the framework
➢ A combination fresh and experience resources at work.
➢ A centralized and reusable way of doing the auditing across the system.
➢ Camunda Integration
➢ The Agile process being flexible to adapt to the changes based on client priorities and timelines.
➢ Onsite and Off-shore model with a tight dependency to deliver with extreme co-ordination and team efforts.
➢ Cloud environment which is secured and limited for quick changes
➢ Liquibase usage so as to ensure database integrity across the teams and deployments.
➢ Client specific work flows and policies are critical especially with time bound activities.
➢ Excellent team who can understand client business specific demands and timelines.
➢ Selenium scripts for automated way of testing the application
➢ J-Meter scripts for automated checks for load and performance tuning.
➢ Latest methods followed for information and logging and monitoring.

7. Outcomes

➢ A team of 10+ people who learned and trained on CJF framework and can work on it.
➢ Bench resources are readily available for any immediate needs, with all required skillsets being trained and ready to be used from day 1.
➢ Expertise on successfully and consistently delivering on logistics based projects.
➢ Experience to handle complex systems where lot of touch points and integrations exists.
➢ Team is capable to adapt to the new technologies with in no time.
➢ Knowledge base developed with lot of documents which can be useful for the upcoming teams.
➢ The training materials so as to enable new members of the team to join quickly contribute to the project success.
➢ Consistency in the deliverables Quality and timelines.

➢ Negligible attrition due to the clarity of thought and inputs at work.
➢ People enjoying the technology and likes what they do on projects
➢ Improvements and expertise in handling onsite off-shore projects.
➢ Being able to do multitasking by moving across the projects and technologies.

8. Impacts

➢ CEVA (CGA CMA) being able to do their business online and in their flexible timings
➢ Increased throughput
➢ No more hassles w.r.t. integrations of external systems
➢ Automated way of updates across the cross platforms
➢ Improved user experience
➢ Increased confidence of the client
➢ Opportunity to do more business
➢ Opportunity to simplify the current process
➢ Better control on the volume of the activity done
➢ Better reporting
➢ Easy maintenance
➢ Controlled way of handling authorizations
➢ Increased Security for Data and Access
➢ Cutting edge technologies usage and being flexible for latest enhancements
➢ Increased reputation
➢ Increased customer satisfaction
➢ Improved integration capabilities

9. Sustainability

➢ The project is an on-going project where lot of future enhancements is possible.
➢ The sizing w.r.t. users and volume of business being analyzed and steps taken towards addressing them. Infrastructure as well as technical aspects have been taken care.
➢ Project rolled out and in use by Singapore audience.

10. Conclusion

➢ Overall clients are satisfied on development and production support efforts and offering new projects which are future revenue generators. The project team is also feeling good about being participated in this project to serve CEVA.
➢ Team is now very confident on taking up projects to be done using CJF framework.
➢ Gained Logistics domain expertise and hence better understand client's requirements.
➢ Keeping a track of the learnings so that we do not repeat the similar failures
➢ Team is satisfied with the work being done w.r.t. technology and complexity and ready to take more.
➢ Equipped with all new technologies of CEVA Roadmap.

CEVA BIG DATA
Case Study

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2. Summary of the Case Study

FM CEVA Big Data will be used as the primary data integration application for freight management area. The objective of FM CEVA Big Data is to real time management of the all data required for freight management applications.

FM CEVA Big Data Principles are:

- No Point to Point Solutions
- Single Source
- Decouple
- Load Everything -- Meta Data and Payload Speed is Good
- Repeating Patterns are good
- Everything will be implemented in API
- Publish subscribe model

The FM CEVA Big Data vision is to provide a single source for Freight Management transactions, providing both internal and external visibility.

3. The Activity

At present updates on shipments across the globally separated systems is a big challenge as well as a time taking process. The CBD is an initiative towards taking updates on the Export Systems and Keeping the Import systems and other interested parties or systems along with end users up to date about the status of the shipments with ease and in no time. Real time updates and their accuracy and timing are the key to the success of the project.

Various micro services were developed and managed for each service and so that each one can independently managed and scalable with future and current needs in view of number of users or systems that get integrated with a specific service or system.

Communications between the systems with-in the enterprise and the timeliness and effectiveness are the key expectations. All communications are secured both for public as well as with in the enterprise.

Data is distributed and failsafe and highly available across global data centers which are connected. The technologies like Docker, Kubernetes, Jenkins, Cassandra and various other automation tools along with various supporting tools, the data is maintained and published for its subscribers time to time with desired security and accuracy as well as availability and consistency and performance.

4. System Context
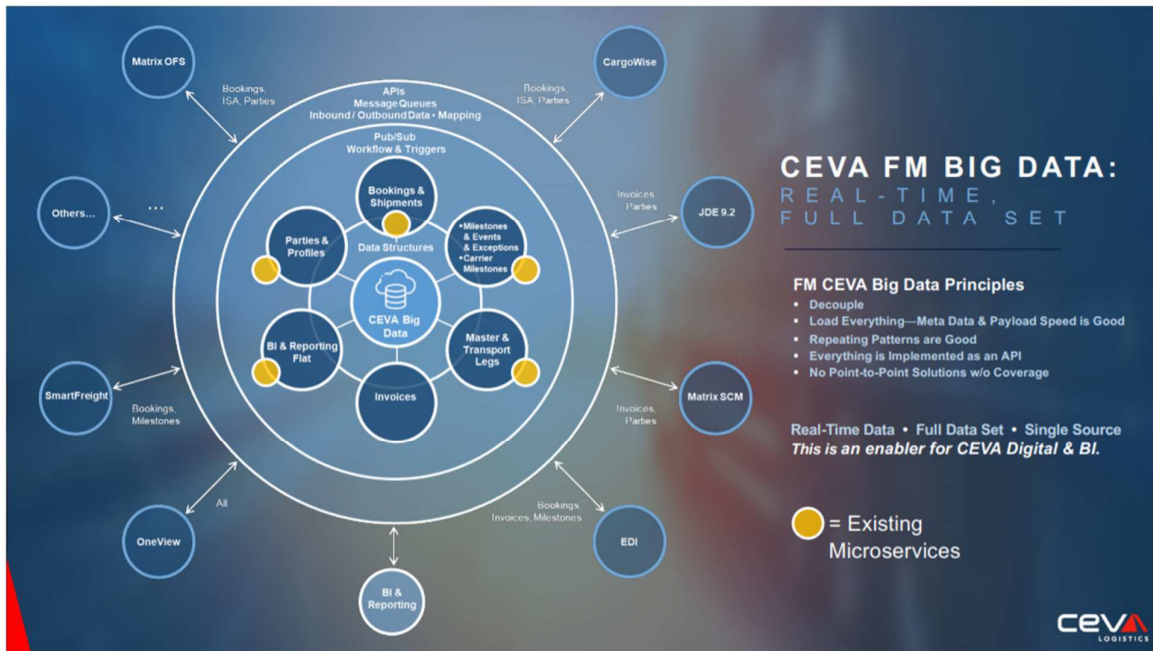
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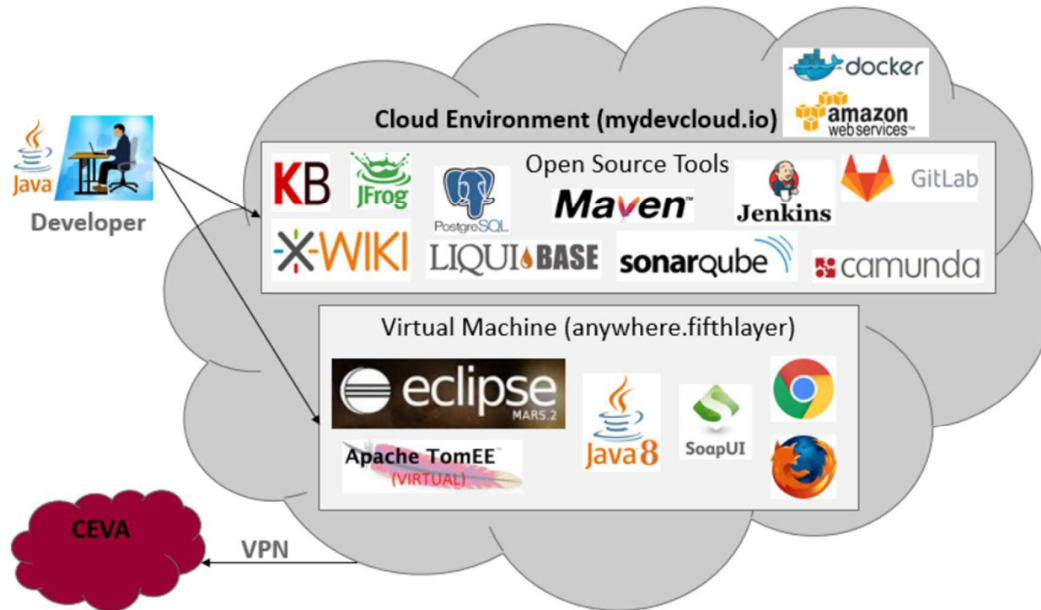
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➢ A combination fresh and experience resources at work.
➢ A centralized and reusable way of doing the auditing across the system.
➢ Agreements on XSD's among the parties involved.
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