

Logistics 2000 & MK Logistics Implementation for Hitachi Express (S) Pte Ltd



Customer's Background

Hitachi Express Singapore Pte Ltd (HEXS), established in 1976, is licensed to provide haulage contractors services, forwarding and warehousing services to its customers.

Business Challenge

The development of the e-economy and the convergence of communications and computing technologies will remove traditional boundaries and allows businesses to compete in different ways. In developing its differentiation strategy based on its core competencies, HEXS strives to create value through enhancing the supply chain management by managing their customers' trade relationship and inventory turnover with their capabilities and self-directed workforce. Hence, HEXS has continuously been exploring new technologies to transform its business functions to suit the e-business world and it also aims to spread the benefits of e-business to its customers.

The investment in IPACS' Logistics 2000 and MK Logistics systems is the initial step taken by HEXS to upgrade significantly its distribution, warehousing, transportation and cargo tracking services. This is a commitment to high-level automation in the services HEXS is providing to its multi-national customers. HEXS realizes the needs of meeting the challenges in this millennium and to generate more co-operations and networking among all business units. It is with this mission in mind that HEXS has chosen to work with IPACS e-Solutions (S) Pte Ltd as it believes that IPACS is able to leverage on HEXS' business imperatives.

Business Solution

The project was officially kick-off on 18 April 2000. After six months of implementation, the Logistics 2000 system went live in October 2000, and the MK Logistics system fully cut over in January 2001.

There are five sites of offices using the Logistics 2000 and MK Logistics system. The scope of work includes engineering services in setting up an enhanced networking system, implementation of Logistics 2000 air, sea & finance system and MK Logistics system for her warehousing function.



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Services provided:

- Review of existing system & site setup, so as to ensure the new system will be configured & setup to meet the existing requirement as well as for future expansion.
- Business Modeling session was to review the business functions/processes and map it to the applications to ensure its functionality. At the same time, key users were briefed on the new system feature & functions.
- System configuration & setup were carried out concurrently with other project activities.
- Intensive training was given to the key users & project team members. These key users will then become the internal trainers to train the other users.
- Data conversion phases allow the user to housekeep the data and ensure active records are transferred accurately into the new system.
- On-site support during the first week of cutover, to ensure smooth operation.

Business Results

HEXS recognizes that the knowledge and intelligence about customers is embedded in the way it designs the processes to deliver value. With this mindset and thanks to IPACS' IT capabilities and support, HEXS is pleased to launch the "e.l. HITACHI Hub" that creates value for customers by focusing and harnessing on information electronics. The Hub encompasses the elements of e-planner, e-fulfillment, e-tracking, e-exchange, and e-settlement. Customers can expect to interact and obtain shipping information electronically via HEXS' website address at <http://www.hexs-hitachi-logistics.com>

Said Ms Chan Geok Yen, Deputy Division Manager for e-marketing of HEXS: "HEXS is pleased to work with IPACS as they were instrumental in our quest to transform our business to meet the challenges of the new economy. The installation of the system will bring about a new technology for the logistics industry. It augurs well for the development of a competitive service industry, which will complement the growth of Singapore as a regional logistics hub. It is a great transformation for HEXS to adopt from a conventional business approach to a futuristic approach. Our approach to the renewal of service differentiation and re-positioning is absolutely imperative when our services have been dissipated over time. We have arrived in developing our cutting-edge strategy. I am confident that our competitive advantage is sustainable as we seek continuously for new and better improvements."

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