

Rapid Customer & Trading Partner Onboarding

Driving up scale in the API economy



Success Story

“Our goal is to amplify the value our technology delivers across our entire transportation business to provide a single solution for everyone involved in the process. – CEO, Leading Logistics Provider”



CLIENT PROFILE

Our customer is among the top ten provider of logistics and transportation services provider in the world. Over several decades, our client has been recognized as a highly reliable contract logistics provider for B2B and B2C goods across many industries, *inter alia*, consumer packaged goods, chemicals, appliances and apparel.

BUSINESS CHALLENGE

As a technology partner, Iris has helped build up a scalable solution for partner & customer integration. As the demand for their services grew, their support staff were finding it a challenge to on board new clients and service their requests.

The business needed a solution that could provide quick responses for a variety of business scenarios such as

- Last mile shipment tracking and alerts using various carrier networks
- Quotes for multiple shipment options
- Create orders for special fulfilment
- Order personalization for seasonal surges

SOLUTION

Iris proposed and developed a comprehensive API layer that allowed customers & partners to access our Client's systems using APIs to track shipment, get quotes, etc., thus reducing the need for support personnel to service routine requests. The team configured these APIs on Boomi's API Management to expose real-time integrations effortlessly.

BENEFITS

**20+ Partners
per month**

Developer Portal
onboarding velocity

**35,000+ API
requests
per day**

Service capacity

**Real-time
updates of rates
& quotes**

“Our scrum pod of developers and testers was structured to make 12 releases per week with near-zero downtimes.”

– Iris Project Manager

ENVIRONMENT

- Azure
- Dell Boomi APIM
- OAuth 2.0
- Heterogeneous Systems

About Iris Software

Iris (www.irissoftware.com) is a professional software services organization providing its customers with high-quality, cost-effective solutions and developing mutually beneficial relationships. Iris does this through comprehensive solution offerings with best-of-breed technologies, rapidly deployable solutions, flexible engagement models and proven methodologies. This allows customers to focus on their core competencies, and concentrate IT resources on projects that directly impact their bottom-line.

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