FUJITSU

Transforming uniform supply with AWS

This global logistics organisation was used to its supply chain drivers contacting office-based employees when they needed to log a uniform request. It wanted to transform this cumbersome approach and empower every employee to order their own uniform. The company asked Fujitsu to build an Amazon Web Services (AWS) hosted web store which would enable this mission. The result is a feature-rich web store with enhanced visibility of orders and speedy time to market for new features.

Challenge

Create an accessible web store to enable the personalised ordering of uniforms.

Solution

An AWS-hosted web store built using agile methodology and a commercial off-the-shelf (COTS) shopping cart.

Outcomes

- Drivers can order their own uniforms from any device
- The track and trace functionality enables orders to be monitored
- Sales order information is automatically shared with third party suppliers
- The company can bring new features andservices to market much more quickly within its own test environment.

Fujitsu were engaged to build an AWS-hosted web store where drivers could order uniform items, resulting in a responsive, automated retail environment with enhanced visibility of orders.

About the customer
This global logistics organisation has more than 300,000 employees in over 200 countries and territories. Every day the company helps people cross borders, reach new markets and grow their business, as well as simply sending a letter to loved ones.

5,000+
supply chain drivers in the UK can now request their own uniforms online

Simplifying uniform supply

In common with every customer-facing company, employees at this global logistics organisation take pride in their appearance and company uniform. However, with 5,000 drivers in its UK supply chain business, and 500 new drivers joining every month, there is a constant need for new items of uniform.

Previously, the company would bulk order from each warehouse according to requests made by drivers, however, it wanted to enable drivers to order direct from its suppliers via a web store. It was already partnering with Fujitsu to deliver uniforms for several UK police forces and knew that it could use the same approach to enable the timely delivery of its own livery.

The company uses a customised web store application to create a platform to supply and distribute its customers uniforms around the country, hosted on a private cloud for security. It is customised by Alliance Technologies to deliver the supplier and warehouse integration required to support an end-to-end service. The company wanted a similar approach for its own uniform distribution.

Cloud-based web stores

The global logistics organisation asked Fujitsu to provide recommendations based on its requirements, namely that the new platform must provide accessibility to every employee, on any device, via a dedicated web store. Fujitsu suggested hosting the web store on AWS to take advantage of its out-of-the-box capabilities, such as SMS notifications.

Fujitsu used an agile, responsive DevOps methodology to create the new platform within the AWS environment, building on 30+ AWS components, including Auto Scaling, CodeBuild, CodeDeploy, CodeCommit, and CloudFormation. A commercial-off-the-shelf (COTS) shopping cart formed the final piece of the implementation.

The company now has two discrete web stores: one for drivers and one for the warehouse bulk purchases. Instead of having to contact admin to order uniforms, now drivers can simply request uniforms online.

Accessible, responsive, and cost-effective

The new web stores empower employees to order the items they need when they need them. The track and trace functionality enables orders to be monitored while sales order information is automatically shared with third party suppliers. This level of visibility increases efficiency across the supply chain.

The new AWS platform is also scalable to cope with increased demand and easier to maintain. Furthermore, the company can bring new features and services to market much more quickly within its own test environment where it can deposit tested code into CodeCommit, which can then be deployed by Fujitsu under change management processes.

Fujitsu has built a robust order platform that is responsive to the company's needs. Now, all of its supply chain drivers can order their own uniforms and it has enhanced visibility of every order and sale. Given the success of this iteration of the web store, it is expected that the global logistics company will look at extending it to other areas of the business.

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