

## The Challenge

The customer, a well-known global shipping and logistics company, has hundreds of third-party vendors offering a variety of solutions that must integrate and comply with the customer's legal and API standards. This exposure puts the customer's reputation on the line and accordingly, rigorous compliance testing and a certification process is needed.

Managing the certification process for the wide range of vendors- from start-up's to multinational organizations- posed a challenge for the customer. Furthermore, the associated political, technical and pricing pressures resulted in inconsistent and inefficient testing, ultimately becoming a bottleneck to the vendor program and its revenue stream.

## The Solution

In order to provide the objectivity necessary to oversee the compliance testing, Tescom was selected to be the sole provider. This choice also ensured that a formal process was put in place and practiced.

Tescom developed an end-to-end solution that shifted the responsibility and cost of the testing effort away from the customer and simultaneously decreased the vendors' time to market. This dramatically increased testing efficiency and effectiveness, as well as reducing time and associated cost. For example, a vendor-facing website was developed to allow for online registration and submission of the testing applications and a customer-facing report engine was created so the status of each vendor's compliance could be easily tracked.

## The Result

Tescom's compliance program helped the customer:

- ★ **Save more than \$560,000 in IT and compliance costs over 7 years.**
- ★ Increase the quality of the applications by finding more defects before they were certified.
- ★ **Reduce the compliance testing time from more than 16 days to 7 days.**
- ★ Provide certification services to more than 420 applications.
- ★ **Expedite their process of acquiring vendors/partners while maintaining brand integrity**

Tescom's Solution also benefited the vendors with faster, more accurate testing which resulted in decreased time to market.

## The Customer

The customer is a publicly-traded company with more than 400,000 employees and locations worldwide providing transportation, logistics and financial services in the United States and internationally.