Case Study: Show Shipment

December 2, 2009
Situation:

Cisco had two Shipment Notifications for customers:

1. The standard notification based on the RN 3B2
   - Used by many customers (big and small)
   - Managed in data center, with highest priority support
     *BUT*
   - Was limited by backend data feed (12+ hours old)

2. A custom cXML notification
   - Used by only 1 major customer (as a *critical* process for them)
   - Generated within minutes of shipment (per customer req’t)
     *BUT*
   - Ran off of manufacturing site server and was not actively monitored
Problem to solve:

When the primary support for custom notification was changing roles, a replacement was needed that:

1. Would meet customer requirements:
   - Need to reach them within 5 minutes of shipment
   - Need to have product hierarchy (parent – child serial no’s)
   - Minimize investment on their end

2. Would be supportable:
   - Reside in the data center
   - Have regular monitoring and trained support team

3. Would be scalable:
   - Could ultimately replace current notification message
Challenges:

Team wanted to move to an industry standard message for better supportability and scalability

1. RosettaNet 3B2 was limited in the parent – child hierarchy that was required

2. OAGi skill set was still developing within both companies

3. Back end data generation platform was approaching end of life
Solution:

We agreed on OAGi ShowShipment BOD

✓ We designed the BOD in such a way that it was a superset of the current cXML used for this customer as well as 3B2 used for all other customers

✓ BOD was able to support more complex shipment hierarchy that was required

✓ Generated data from ERP

✓ Utilized Web Services to meet delivery SLA
Architecture
Current Situation and Adoption Strategy

- OAGi ShowShipment BOD implemented with customer as pilot
- Running smoothly – no P1 issues or SLA misses
- In post-design / early develop phase for broad adoption
- ShowShipment BOD as superset design is the canonical and can be sent to partners as-is or transformed to RN 3B2 to minimize impact
Questions
Thank you