ServerLogic
Customer Case Study

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Evergreen Aviation Meets US Postal Service SLA Performance Goals with *Evergreen Postal*

Overview
Country: United States
Industry: Logistics

Customer Profile
Evergreen Aviation is recognized as a world leader in air freight and aviation services.

Business Situation
Evergreen Aviation provides air mail sorting and forwarding services for the United States Postal Service (USPS) at 23 airport terminals around the United States. During the day-to-day handling of mail, the USPS holds Evergreen to stringent service level metrics. They needed a mechanism to score the performance at each of their locations in order to capture lost revenue.

Solution
Evergreen Aviation engaged ServerLogic, a Microsoft Gold Partner, to create a web-based score card system where postal data could be collected and reported on. Each day, managers from Evergreen Aviation's corporate office and at each location would log in and view the previous day's scores.

Benefits
■ Visibility of trends previously unrecognized
■ High performance, cost-effective
■ Access to timely operational metrics via a near-real-time dashboard to effect continuous improvement
■ Improved performance and reduced costs
■ Saved money by exceeding SLAs

Evergreen Aviation, a worldwide leader in air freight and aviation services, expects to realize significant benefits as they take advantage of their recently implemented Microsoft SQL Server Business Intelligence Solution. After they were awarded a contract to handle mail for the US Postal Service, Evergreen realized that they could improve customer service and increase freight throughput by taking advantage of Mi≠≠=crosoft's new Business Intelligence tools to analyze large volumes of performance data that was difficult to access and assemble using more traditional IT tools. In order to accomplish the initial implementation and customization of the data warehouse, Evergreen turned to ServerLogic, a Pacific Northwest based IT consultancy and Microsoft Certified Gold Partner that specializes in Business Intelligence and data warehouse implementations. ServerLogic helped Evergreen design and develop a dashboard/data warehouse application that ensured they could meet there SLA commitments to the US Postal Service. Evergreen is now in a position where they can begin to realize the benefits of having access to critical performance statistics quickly and easily using an intuitive dashboard interface.

Situation

Evergreen Aviation provides air mail sorting services for the United States Postal Service (USPS) at 23 airport terminals around the United States. During the day-to-day handling of mail, if certain tasks are not completed, then contracts between USPS and Evergreen stipulate that Evergreen will not receive full payment. Volume of the operation is enormous - mail bags numbering in the hundreds of thousands are handled six days per week, and perfection is expected. USPS imposes significant financial penalties for defects in the sorting process.

Solution

After considering other alternatives, Evergreen decided that that the best solution appeared to be the implementation and deployment of data warehouse using Microsoft SQL Server. Microsoft BI tools provide a stable, cost-effective foundation for Evergreen's data warehouse, converting mountains of data into usable information.

Working with Microsoft partner, ServerLogic Corporation, a strategy to implement a proof-of-concept was pursued. The audience at that time was limited to operations managers and the Information Services department.

ServerLogic provided the technical and project management support to successfully implement the proof-of-concept within the planned six-week time-frame. At the end of the POC, the decision was made to go forward with development and deployment of the production solutions consisting of the following components:

Extract-Transfer-Load (ETL) – Microsoft SQL Server 2005 Integration Services package templates were designed to scrub the incoming raw data for duplicates, invalid data and other anomalies. Auditing functions were included in these packages so that system administrators could track ETL performance and identify problems early.

- **Dimensional Database** - Microsoft SQL Server 2005 was used to create a dimensional database to accept the raw, flat file data. This dimensional database is used for low-level drill-down reporting.

- **OLAP Cube** - Microsoft Analysis Services 2005 was used to provide nearly instant summary level reporting against data consisting of over 120 million rows annually. Given the amount of data, an OLAP Cube was the logical choice. Any reports that need summary level data are run through Analysis Services, and return in less than one second.

- **Dynamic Web-Based Reporting** - ASP.NET, ADO and IIS were used to develop a dynamic reporting tool to allow the client to create custom drill-down reports against the Dimensional Database. All reports (cube and drill-down) are delivered through the web and can be downloaded into Microsoft Excel for further

Software and Services

- Microsoft® SQL Server™ 2005
- Microsoft Windows Server R2 x64
- Microsoft IIS®
- Microsoft SQL Server Integration Services 2005
- Microsoft SQL Server Analysis Services 2005
- Microsoft .NET Framework 2.0
- Microsoft C#.NET
- Microsoft ASP.NET