

# Applications Built On the Sun™ ONE Unified Development Server

iForce Solution Profile

iForce™



## The Opportunity

A leading Canadian overnight pick-up and delivery service needed to streamline its operations in order to better compete with leaders like FedEx and UPS. The company maintained thousands of routes across Canada and parts of the United States, but its mission-critical call center and dispatch operations were built on outdated, unsupported hardware and software. In a time when automated systems are the rule, the company was operating with paper and fax communications, which frequently resulted in pick-ups being missed and customers being lost. Without a quick, effective solution, the company could go out of business.

## The Team

To develop a highly competitive solution under tight timeframe and budget constraints, the company chose Caro Systems, a Sun Microsystems e-Integration Partner that specializes in custom application development. Caro builds enterprise-wide applications from reusable components, saving its clients considerable time and money. To achieve the required flexibility and functionality in its components, Caro relies on the Sun™ Open Net Environment (Sun ONE), Sun's vision, architecture, platform, and expertise for developing and deploying Services on Demand.

## The Caro Systems Solution

The courier company needed to automate four distributed, bilingual call centers that could back each other up throughout the day. At peak times, 700 to 800 call center agents could be handling up to 8,000 calls per hour. On average, the agents handled 30,000 calls per day, which translated into 30,000 pages to the company's 5,000 to 6,000 couriers. The initial solution needed to fully automate the call center and dispatch operations, then integrate other key functions—customer accounting, customer service, and quality assurance—to provide a truly competitive operating environment.

Using Sun ONE Unified Development Server<sup>1</sup> software, Caro was able to meet—and surpass—expectations for the initial solution within eight months. The high level of automation and integration extended across functions, achieving fail-safe status for missed calls and providing competitive features such as:

- Automatic integration of call center and dispatch operations
- Automatic paging and message verification for couriers
- Customizable queuing mechanisms for customer care
- Automatic account checking and address verification
- Customizable route management using an instantly reconfigurable routing database

Following deployment of the solution, Caro delivered a number of additional applications for the company, and was able to easily extend the initial application to handle two-way paging.

caro  
systems inc.

## Challenge

Replace outdated, unsupported IT systems and paper-based processes to better position a busy courier company against its competition.

## Solution

Caro developed a series of applications to integrate and automate call center and dispatch operations with other critical functions. The entire solution was developed in eight months.

## Sun™ ONE Products

Sun ONE Unified Development Server

1. Formerly iPlanet™ Unified Development Server.

## The Technology

The application components developed by Caro are integral pieces of software that fulfill specific functions, have clear boundaries, and can be integrated in a well-defined architecture. Components are designed for reuse across an enterprise in multiple applications, such as those required by the courier company.

The Sun ONE Unified Development Server provides a set of development tools and services to enable creation, deployment, and management of networked applications. The Intelligent Application Partitioning engine, which automates deployment into multiple desktop and server machines, makes it possible for developers to create applications that will perform in a complex environment just as they would for a single computer.

## About Caro Systems Inc.

Caro Systems Inc., headquartered in Toronto, assembles enterprise-wide business solutions for its corporate customers using a variety of reusable software components. Caro places a strong emphasis on architecture and design using components because it reduces overall cost of bringing a solution on stream for customers. Reusing prebuilt components significantly cuts time to market and provides a higher quality solution. In business since 1997, Caro has achieved 100% delivery success rate for its customers including: Trader Media Corporation, Purolator Courier Ltd., Noranda, Xerox Corporation, and Met Life. For more information, contact Caro by phone at 416-603-2268, or on the Web at carosys.com.

## About Sun Microsystems, Inc.

For years, customers have turned to Sun Microsystems to help them expand their business, lower their costs, and gain competitive advantage. Sun is a leading provider of industrial-strength hardware, software, services, and technologies that power the Internet and enable companies worldwide to take their businesses to the next level.

The Sun Open Net Environment (Sun ONE) is Sun's vision, architecture, platform, and expertise for delivering Services on Demand today and in the future. Based on open standards such as Java™ and XML technology, Sun ONE provides a highly scalable and robust framework for building and deploying a variety of Services on Demand—from traditional Web-based applications to future context-aware Web services. By simplifying the way Web services are created, assembled, and deployed, the Sun ONE platform can enhance productivity, speed time to market, and increase business opportunities for enterprises worldwide. For more information on Sun ONE, please visit sun.com/sunone.

“By combining our own methodology with the tools provided by the Sun ONE Unified Development Server, we achieved a high level of reuse in our components, reducing development and testing time for a series of highly-automated applications.”

Kevin McGaffey, President,  
Caro Systems Inc.

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