



The Customer Story

Carole Ewers

Tradeteam - DHL

Tradeteam is part of DHL, the world's largest logistics company. We're responsible for delivering leading drinks brands right across the UK; handling tens of thousands of orders every single week.

We rely on IBM Cognos reporting to support the business and stay at the forefront of our market, by improving efficiency and reducing costs.

As a result, our in-house team is constantly working on mission critical reporting that our business can't afford to be without.

So in 2013 when we needed to upgrade from Cognos Series 7 to Cognos 10, we didn't have capacity to deliver it.

It wasn't just that we didn't have the bandwidth; we didn't have the necessary Cognos 10 skill either.

Bringing in Triangle to support us was the natural choice and they instantly became part of our development team, dovetailing in perfectly.

Within 3 months, all 100+ report upgrades and enhancements had been delivered.

Triangle continued to support our team. They're always there at the end of the phone when we needed them and we decided to sign up to a 12 month support contract for total assurance.

Not only do they provide deep expertise but they're constantly passing on their knowledge. Their goal is always that we become self-sufficient on a day-to-day basis.

Essentially they are our extended development team, providing invaluable support and expertise for our critical BI projects.

“ Thanks to Triangle we have been able to successfully deliver our commitments to the business and ultimately provide a better service to our customers ”



Triangle's Story

Tradeteam asked us to help them upgrade their Cognos environment alongside the rollout of their new Windows 7 desktop infrastructure.

As a logistics business, Tradeteam can't operate without their daily reporting capability, so we set out a detailed support plan that would help them migrate their software without any impact on operations.

Our first step was to rewrite their mission critical reports with pinpoint accuracy, we then:

- Seamlessly migrated the 100+ reports using Query Studio and Report Studio on time and to budget.
- Worked side-by-side the Tradeteam team to plan and implement the upgrade to Cognos 10.
- Provided both training and support as the system was moved onto the latest platform.
- Kicked off projects that would help the business gain the full benefit of their new software.

The Result?

Following the successful migration, Triangle was chosen to provide 24 x 7 support, and we continue to work closely with Tradeteam to ensure they get the most out of Cognos.

Our Director, Chris Lewis, sums up the project:

“ On the back of this success, the relationship between Triangle and Tradeteam has grown from supplier to trusted partner and we are now considered an extension of their own development team ”

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