

Customer Case Study

## Toll Holdings Ltd.

### Integrated Logistics

**Solution:**

Workforce Productivity

**Product:**

BEA WebLogic Server<sup>®</sup> 8.1

**Industry:**

Transport and Logistics

**Country:**

Australia

**Business challenge**

Toll Holdings required logistics management system to oversee multiple business units.

**Solution**

BEA WebLogic Server used to increase online functionality of its logistics management system and streamline the supply chain processes. BEA WebLogic Server was selected for its stability, reliability, ability to integrate with existing tools and ease of development.

**Results**

Extended online service to customers and partners and consolidated supply chain management.

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**Company brief**

Founded in 1888 in Newcastle, Australia, Toll Holdings Ltd. is Australia's largest transport and logistics provider, with a five percent share of the A\$60 billion logistics sector. The business has experienced dynamic growth over the past 15 years, and is now operating in all major transport and logistics sectors throughout Australia and other areas within South East Asia and New Zealand. Toll's range of services includes transport (road, rail, air and sea), warehousing, distribution, and stevedoring.

**Business challenge**

Toll operates a number of business units, each of which has a particular market or industry focus, such as Toll Food & Retail, Toll AutoLogistics, and Toll Liquid Distribution. Each of these business units provides interfaces to its customers' supply chains, and Toll wanted to interact in a more flexible and holistic manner with the vast range of systems utilized by customers.

Toll's primary aim is to maintain its leadership position by providing a superior experience for customers and partners alike. To help achieve this, Toll decided to implement an overarching system to manage its transport services.

"We wanted to create an application that would sit above systems within the individual business units and help manage the supply chain as a single entity for our customers," said Peter Weller, Toll's general manager, Technology Services Group. "The system would collate all the customer orders, talk to the appropriate carriers, send information to the warehouses about picking and loading, tell the system when the order needs to leave, track it on its journey through to delivery; then organize payment for the carriers and invoicing to the customers. In other words, a true end-to-end solution."

*"One of the advantages of BEA WebLogic Server is that we can use its Java-based development tools to easily create more value-added applications, such as the ability for customers to place orders, or suppliers to book time slots online. Because these applications are developed specifically for the Web, they are much more reliable."*

*Peter Weller, General Manager,  
Toll Holdings, Technology  
Services Group*

### Solution

Because Weller and his team were dealing with multiple business units, they needed to find a solution that was highly scalable, easy to integrate, and stable.

Toll was aware of BEA WebLogic Server because it was already a key part of one of the company's main applications—a global transport management system called GC3, from GLog, Inc.

"We had faith in the BEA application server because it was already included in an application we were using. However we wanted to make sure we chose the right solution for our business, so we analyzed the different products available on the market against our requirements and found that BEA was a perfect fit," said Weller.

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The new logistics management system lets users check the status of orders down to the individual box level. The next phase of the project will be the introduction of mobile data terminals to add even more efficiency.

In addition, Toll is increasingly in demand by customers on a 24/7 basis. This means they can't afford to have any downtime.

"We need to know that the system is working at all times, and if for some reason it's not working, we need to know about it immediately," said Weller. "BEA's ability to configure to a cluster environment means we can have multiple application streams running simultaneously. If one fails, another can step into its place and ensure the customer experience is not affected. Other applications don't give us the same peace of mind."

## Results

By using BEA WebLogic Server, Toll has created online functionality for customers and partners, streamlining many of its processes.

“We selected BEA in part because of its stability,” said Weller,” and it hasn’t let us down in that area. BEA WebLogic Server has made the job of developing new applications much quicker and easier, which means we can get value-added processes up and running much sooner, and we know the application will be able to support them without falling over.”

The issues of stability and usability are important to Toll. One of the key aims of the project was to make it simpler and more reliable for customers and suppliers to interact.

“Our customers don’t have to choose us, so it’s essential that we make it as easy as possible for them to interact with us,” said Weller. “By adding new kinds of functionality that other providers don’t have, we are ensuring that our customers’ experiences with Toll are exceptional.”

According to Weller, the support from BEA has also been invaluable. “The support has been great on a technical and on a networking level. BEA provides regular forums where we can get together with our peers and learn about what others are doing with the software. I’ve found those roundtables extremely useful,” said Weller.

While it’s too soon for Toll to be able to quantify the benefits they’ve seen from implementing BEA WebLogic Server, Weller says they expect to see significant results.

“We’ve captured the leading edge in the market by offering an online service to customers and partners, and by consolidating our management of the supply chain,” said Weller. “This is a very strategic area for us, and we expect to build on our initial success and to continue to stay ahead of the competition. Having a solid, reliable tool like BEA WebLogic Server in the mix means one less thing I have to worry about.”

## About BEA

BEA Systems, Inc. (NASDAQ: BEAS) is a world leader in enterprise infrastructure software, providing standards-based platforms to accelerate the secure flow of information and services. BEA product lines—WebLogic®, Tuxedo®, JRockit®, and the new AquaLogic™ family of Service Infrastructure—help customers reduce IT complexity and successfully deploy Service-Oriented Architectures to improve business agility and efficiency. For more information please visit [bea.com](http://bea.com).

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Toll Holdings, Technology  
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