



Case Study

Migration from UPK Knowledge Center | U.S. Logistics Company



TASK

UPK was set to end of life in December 2022 and IE was no longer an option for help topic development. We needed to have our interactive help topics converted to a usable state in a new tool.



PARAMETERS

Industry: Logistics
Project duration: 15 months
Project title: Migration from UPK Knowledge Center
Number of authors: 2
Number of end users: 500
Application: Blue Yonder, Horsepower, Fleet Manager, Tableau, Load carrier



SOLUTION & RESULT

datango support worked with us to ensure our help topics were all converted without compromising the integrity of the content. Our end-users are using datango Media Center to take their help topics. We have received positive feedback from the end user experience. Developing new topics in datango Creator offers an Admin user-friendly experience with many more options for customization. Publishing the content is done with ease.



TOP 3 PROJECT SUCCESS FACTORS

-90% Time **-30% Ø-Time** **+5% Quantity**

Content Publishing Recording New Content Creation



CUSTOMER FEEDBACK

„datango gave us the piece of mind we needed to be able to successfully convert all our interactive help topics to the new application without compromising the integrity of our content. In addition, the options are many to enhance our end user experience.“

Supervisor-IT Controllershship & Audit



CUSTOMER SHORT PROFILE

An award-winning, industry thought leader known for its operational excellence in supply chain and logistics management. With operations in North America, South America, Europe, and Asia, it provides a wide array of solutions including dedicated contract carriage, distribution center management, transportation management, lead logistics, and supply chain consulting to major shippers worldwide.



CONTACT

Do you have any questions? You want to know more about this case or our products? We are here for you. Please feel free to contact us. Our team will answer all your questions! On our website you can also directly make an appointment for an online presentation.

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