



Dolphin Logistics Company Ltd
Taipei, Taiwan
www.dlphin.com.tw

Industry:

Travel & Transportation

Annual Revenue:

US\$86.6 million

Employees:

629

Oracle Products & Services:

Oracle Database

Oracle Partner:



Prolink Solutions Co., Ltd
www.pllink.com.tw

“In the fast-moving logistics industry, it is a distinct competitive advantage if we can provide customers with regular updates on the status of their shipments. The always available Oracle database deployed by Prolink ensures information is always at hand.” – Kevin Cheng, Managing Director

Dolphin Logistics Centralizes Business Data and Improves Information Sharing

Founded in 1995, Dolphin Logistics Company Limited provides sea and airfreight forwarding services. The company has 32 branch offices and work closely with 120 agents around the world. It is also a member of an international freight forwarding organization called FORCE Group, giving the company access to a worldwide network and a wide variety of services.

Challenges

- Establish a single database to store business information and customer details
- Ensure the stability of the database
- Provide staff across the organization with easy access to data
- Minimize maintenance costs

Solution

- Selected Oracle Database 10g based on the software's reputation in the industry for performance, reliability, and scalability
- Engaged Oracle Certified Partner Prolink Solutions to migrate legacy data from various systems to a single, centralized Oracle database
- Enhanced information sharing by giving employees online access to the database
- Improved service by enabling staff to use the database to keep clients informed of the status of their deliveries
- Enabled text messages to be sent to customers to update them on their delivery timelines