



# icargo

## iCargo Mobility solution transforms Qantas' cargo operations

*"This project has delivered on the holy trinity. It's delivered the financial benefits – delivered them on time and on budget – the customer feedback has been outstanding, and the staff love it."*

- Lisa Brock, Executive Manager, Qantas Freight



## Client Overview

Qantas Freight (QF) is the specialized airfreight division of Qantas Airways for freight and air mail movement into and out of Australia and its hubs world-wide. QF has direct access to 50 International and 80 domestic destinations and 480 through interline agreements. QF is also Australia's leading air freight cargo terminal operator, operating a network of 22 cargo terminals and providing ground handling support to 30 airlines QF has 1500 staff in its rolls across the globe.



### The Context

Qantas Freight embarked on an ambitious transformation program in early 2009, aiming to transform its work processes, streamline operations and improve customer service thereby differentiating itself from competition.

Qantas selected iCargoTM - the IBS cargo management solution to replace its legacy cargo solution with the vision to increase business agility and efficiency of operations.

Subsequent to the successful rollout of the iCargoTM system, Qantas shifted gears to introducing innovative technology based business capabilities on top of the new generation IT platform. The initiative, christened Supply Chain Improvement Program (SCIP) aimed at transforming its freight business through introduction of technology innovations to optimize its business operations and enhance customer experience at its terminals.

### A new look at cargo operations

Qantas Freight (QF) was looking for ways to increase the efficiency of its overall supply chain by streamlining its processes leading to increased customer satisfaction and competitiveness. The import delivery process is a key customer facing area that was still running on paper-based processes and known to be scoring low customer satisfaction points. Since the business processes were paper based, customers faced long delays in collecting their shipment from the delivery docks during peak arrival time.

There was a pressing need to reduce the rush experienced at the delivery gates during peak arrival times and offer a simplified yet efficient way for customers to collect cargo.





## The Solution

The iPad based iCargo Mobility solution eliminated the time delay between availability of data at data capture and its processing for next steps. The mobility solution put an iPad in the hands of cargo operations ground staff who can now enter data directly at the collection point into the application which immediately gets transferred for operations processing in the warehouse and other areas.

Within the warehouse, forklifts were fitted with iPads that relayed information that was earlier moved through paper. Forklift drivers now get their pick lists and tasks directly on their iPads eliminating the need to move back and forth between picklist areas and warehouse locations.

At the terminal, customers can punch in their AWB data into the self-service kiosks and within minutes the shipment is ready for collection at the delivery area. Customer satisfaction scores have been at an all-time high at QF since the launch of iCargo mobility.

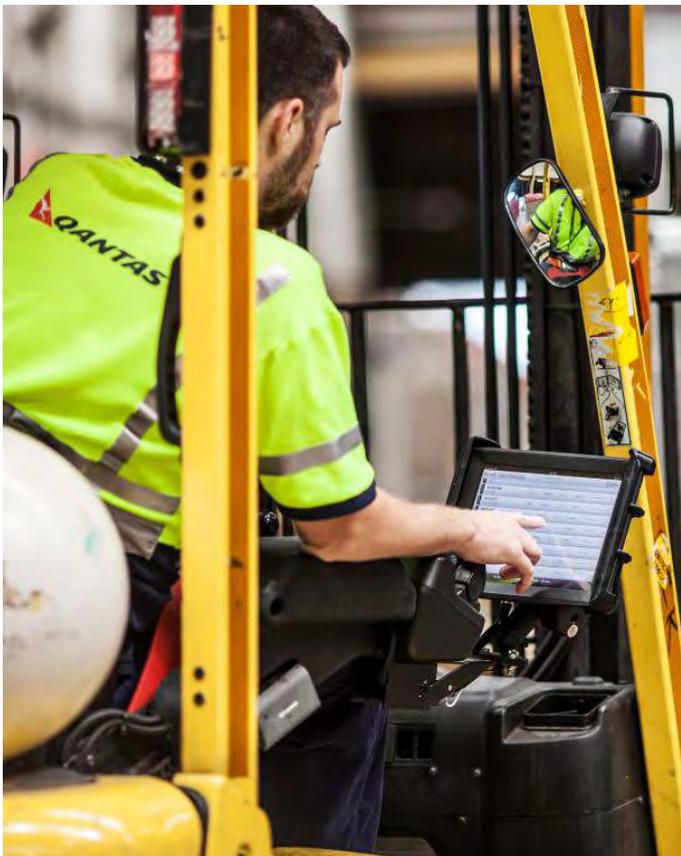
## A true business transformation

The mobility application transformed the cargo processes within QF and brought a refreshing change for customers. The rush and delays at the import delivery bay was fully eliminated as the ancient paper based process that relied on manual operations and paper pick lists was replaced with touch-based mobile application that delivers a new generation user experience at heightened productivity levels.

QF import delivery staff now focus on core value adding activities and leave the import delivery to iCargo Mobility solution. Customers are fully satisfied with the easiness of operation and the near total elimination of wait times at import counters which essentially help them to make optimum use of their assets – the trucks and drivers who collect the shipment.



## Key Results



- Significant reduction of time from availability of freight at air-side to delivery to customer at land-side
- Real-time monitoring of shipments for updates to customers as well as improve process steps
- Automated and electronic distribution of process tasks for predictable and on-time performance
- Prioritization of tasks based on parameters such as waiting time, customer, shipment priority etc.
- Significant reduction of wait times at cargo delivery bay leading to increased customer satisfaction
- Simplified processes through customer self-service kiosks leading to elimination of queues at customer service desks
- Significant reduction of clerical data entry effort and resources
- Increased efficiency as well as cost savings at the warehouse operation level
- A sense of pride among warehouse staff due to an upgraded, technology driven work environment



## About IBS Software

IBS Software is a leading SaaS solutions provider to the travel industry globally, managing mission-critical operations for customers in the aviation, tour & cruise and hospitality industries. IBS' solutions for the aviation industry cover fleet and crew operations, aircraft maintenance, passenger services, loyalty programs, staff travel and air-cargo management. IBS also runs a real-time B2B and B2C distribution platform providing hotel room inventory, rates and availability to a global network of hospitality companies and channels. For the tour and cruise industry, IBS provides a comprehensive customer-centric, digital platform that covers onshore online and on-board solutions. IBS Software is a Blackstone portfolio company and operates from 11 offices across the world.

Further information can be found at <https://www.ibsplc.com>



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