



**icargo**

# Leading in a Digital Cargo Ecosystem

Fully Integrated Cargo Management System

**ibsssoftware**

A wide-angle photograph of an airport tarmac at sunset. The sky is filled with soft, orange and purple clouds. In the foreground, several metal cargo pallets and large white cargo containers are arranged on the ground. A white cargo loader vehicle is visible on the right, with a person in an orange safety vest standing nearby. The wing and engine of a large aircraft are visible on the right side of the frame. A dark blue semi-transparent box with white text is centered over the middle of the image.

# The air cargo Industry today



The air cargo industry has never been more tightly integrated with global commerce today than it has ever been in its history till date. According to IATA, goods worth \$ 18.6 billion are delivered by global air cargo industry every day and that speaks about the place that air cargo has in the global economy today.

Nevertheless, air cargo is tough business. The industry is challenged from internal as well as external forces that are shaping the world of global commerce. Along with the perennial challenge of supply and demand, the industry also has to adapt to new challenges thrown in by advancement in technology, procurement and fulfillment strategies of customers, national and international policies on trade and many more. Internally, legacy technology and the paper trail are costing the industry dearly.

As the world is moving from desktop to mobile computing era, legacy technology is restricting industry participants from unlocking their true potential possible through this paradigm shift in computing. Airlines, Ground Handlers and other industry players should embrace new generation technology platforms and solutions to overcome the internal and external challenges facing the industry that will also pay huge dividends in terms of efficiency improvement, bottom and topline growth, better control on costs and improved customer satisfaction.

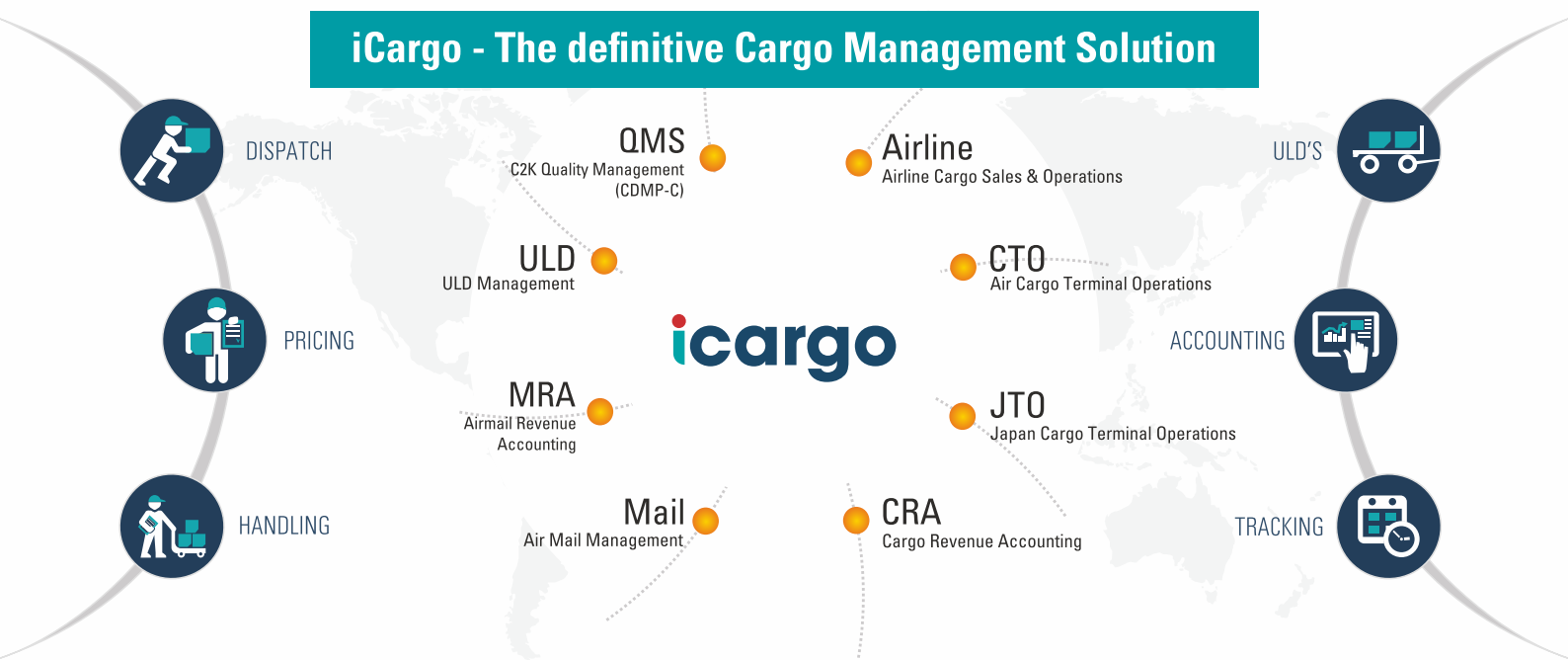
IBS has been serving the participants of the airline cargo industry for over a decade and iCargo, it's fully integrated cargo management solution has helped transform cargo business at some of the leading and respected cargo carriers around the world. iCargo can deliver it for you too.



# Fully Integrated Air Cargo Solution Platform

## The benefits that only a “Platform Based Solution” can offer

iCargo is a fully integrated suite of 6 core products that support all key air cargo business functions including sales, operations, revenue accounting, ULD management, mail handling and mail revenue accounting. The modules are tightly coupled, yet loosely integrated and share a single database for customer data, configurations and other parameters. The modules are independently deployable in any combination and is available as Software-as-a-Service model with application hosted by IBS and traditional license model with customer hosting.



**Cargo Airline:** iCargo Airline is a comprehensive sales, inventory and reservations system that provides airlines with the ability to achieve accurate prediction of available cargo capacities, better visibility of shipment yield/ revenue and fine tune offerings based on market demand and competition.

Benefits include:

- Know your shipment value right at booking: powerful and flexible up-front rating function
- Enhanced capacity management: Real-time visibility of cargo capacity on flights with powerful tools/ controls for optimizing load
- Optimize network performance: Product/ service based allotment of capacity to POS/ customer.

**iCargo Cargo Terminal Operations (CTO):** iCargo CTO is a state-of-the-art Cargo Terminal Operations system that automates the processes of the self-handled facilities of a carrier, GHA or airports providing cargo handling services to customer airlines.

Benefits include:

- One-time and real-time: Data capture with mobile scanner devices
- Industry standard messaging: Robust messaging function with coverage of CargoIMP, AHM and ULD messages
- Easier integration: Seamless integration with other systems or devices such as warehouse equipment (weigh scales, ETV etc.) and customs EDI
- Single or multiple instance deployment: Centralized deployment for facilities in multiple airports, with airport specific configurations and data insulation
- Industry focused: Compliant with industry standards and initiatives such as IATA e-Freight, Cargo2000



**Cargo Revenue Accounting (CRA):** iCargo CRA is a sophisticated and highly flexible Cargo and Mail Revenue Accounting system that fully addresses the back-office accounting requirements of air cargo carriers.

Benefits include

- Enhance data accuracy: Multiple levels of data verification with built-in validations and controls
- Reduce dependency on paper documents: Electronic processing of billing and payables
- Enhance time to bill and billing accuracy: Operations and revenue accounting on single IT platform
- Automated interline settlement processing: Fully compliant to IATA Simplified Interline Settlement (SIS)

**iCargo Mail:** iCargo Mail is a complete mail handling and mail revenue accounting product designed to support UPU mail handling and messaging standards in compliance with M39 standards.

Benefits include

- Single point of reference: Integrated air mail handling and invoicing/ accounting function
- Increase service quality: Real-time data capture using RF hand-held barcode scanners
- Adherence to global standards: iCargo Mail is fully compliant with UPU standards for Air Mail Management

**iCargo ULD:** iCargo ULD is a state-of-the-art ULD Management System that encompasses all aspects of ULD asset management and tracking.

Benefits include

- Flexibility of operation: Can be used in both airline or network mode as well as cargo handler or airport mode
- Accurate and real-time: ULD movements and stock is updated in real-time
- Seamless integration: Adherence to universal ULD messaging standards

**Quality Management System (QMS):** iCargo CDMP addresses the functional requirements of Cargo2000 by providing a real time and integrated shipment milestone measurement program built strictly according to Cargo2000 prescribed standards.

Benefits include:

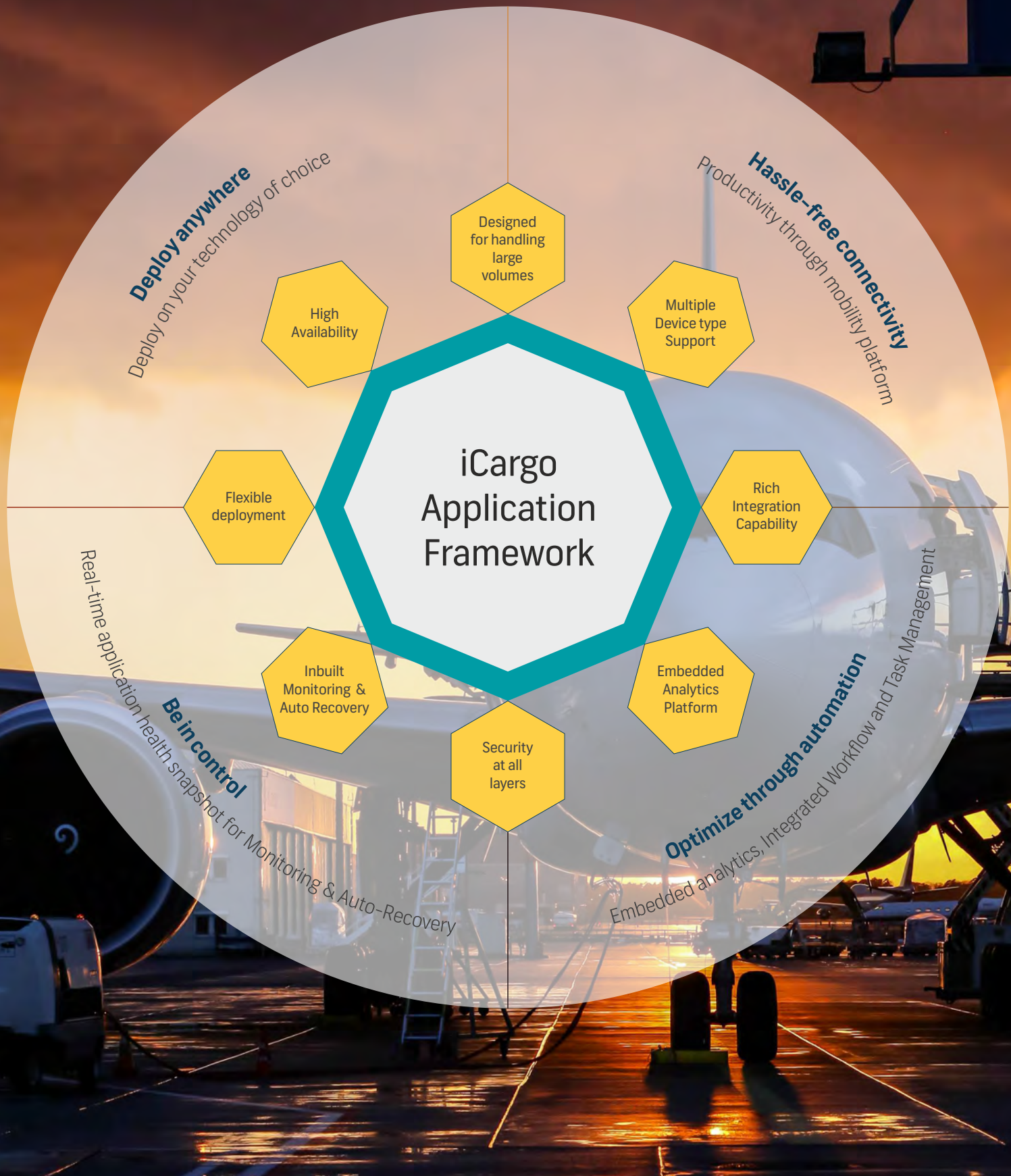
- Future proofed: Capable of enhancing the solution based on future requirements
- Pro-active alerts: Milestone based alert mechanism to configured users through e-mail, mobile etc.

**iCargo Japan Terminal Operations (JTO):** iCargo JTO is a comprehensive cargo terminal operations function that supports the unique needs of Japan cargo business including real-time integration with NACCS, Japanese customs system. The module carries all the capabilities of the standard CTO module along with the additional capabilities for Japanese business operations.



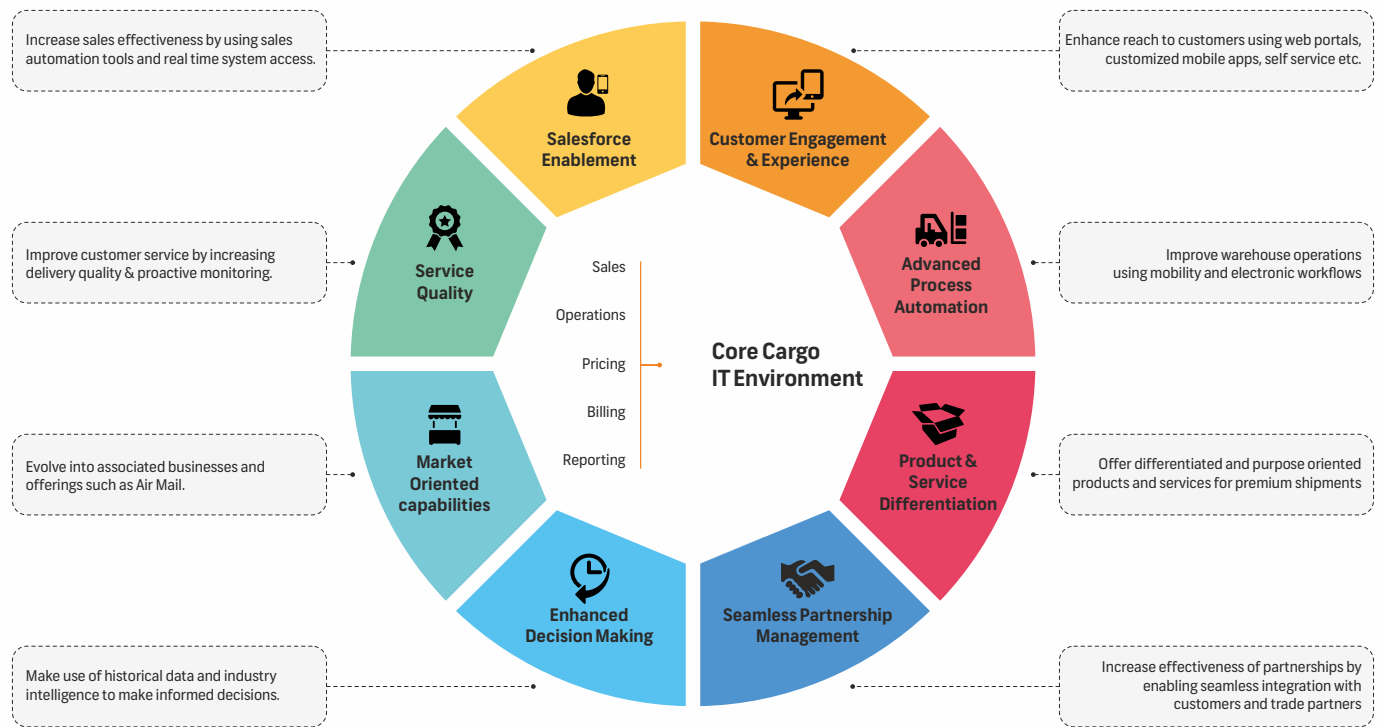
# Robust Technology Framework

Benchmarked for over 10 million AWB transactions –  
iCargo Framework supports the dynamics and volatility of the cargo industry



# Cargo Value Added Services

Adding value beyond core cargo business functionality



## IBS Cargo Forum and User Group

Network – Collaborate – Influence



ICF, a common platform organized by IBS where all iCargo customers meet face to face, twice every year to network, collaborate and influence the future of the iCargo solution and how IBS can support their cargo business.

**ICF provides the opportunity for customer to:**

- Network, collaborate and share insights on industry trends and best practices
- Influence strategic direction of product roadmap
- Actively participate and influence technology roadmap
- Dive deep into product stream specific discussion and decisions for future





# Why iCargo & IBS?

## **Voice of the customer:** Open platform for collaboration

iCargo evolved from the need for a fully integrated cargo management system identified by IBS and developed in collaboration with the Core Group of Influencers (CGI) partner airlines. The solution thus has the need of the customer as central to the growth of the solution.

IBS follows the same philosophy for the IBS Customer Forum (ICF) which is the forum that represents all iCargo customers. ICF meets face-to-face twice every year to discuss the way forward for iCargo and how iCargo can help the customer achieve their air cargo business plan and vision. The ICF provides a platform for pooling business ideas, new concepts and best practices across our customer base and hence provides a rich source for continuous product improvement. ICF also provides the platform for all customers to voice their requirements and concerns with iCargo team as well as share best practices and network with peers from industry.



## **IBS Commitment to Air Cargo:** Agility for the future

IBS continues to invest in the iCargo program and has a strong engineering team working on enhancing and updating the capability of the solution to keep up with industry and customer needs. IBS product team continuously scans and researches on upcoming business needs and trends in the industry that will be discussed, debated and vetted for inclusion into product roadmap that will be developed and made available in subsequent releases to customers.

iCargo R&D team focuses on developing and prototyping use cases for new and promising technology that have the potential to add value to cargo service providers. In true spirit of IBS tagline, "Inventing Future", the R&D team ensures that there are no surprises for iCargo customers when the time comes for adopting a new technology for the benefit of cargo business. The iCargo Strategy Group of ICF also provides the long-term direction for iCargo to be the market leading solution into the future.



## Leading in a Digital Age: End-to-end Cargo Platform System

To lead in the digital age today and in the future, air cargo businesses need to have a paradigm shift in their IT and IT application strategy that has become the backbone in supporting business. In the always connected world, information has to flow seamlessly across all business support functions to have maximum effectiveness and create efficiency.

iCargo offers the end-to-end business processes of air cargo management all integrated into a single package and one single data source that is also capable of being deployed separately. The iCargo platform with its robust technology framework offers the scope for expansion of business capability for competitive advantage as well as to handle market volatility without affecting the core business functions so that it becomes easier to upgrade to future releases. iCargo also helps eliminate multiple applications and interfaces servicing different business functions like sales, revenue accounting etc. and costlier interfaces that restrict the business from rapid expansion.



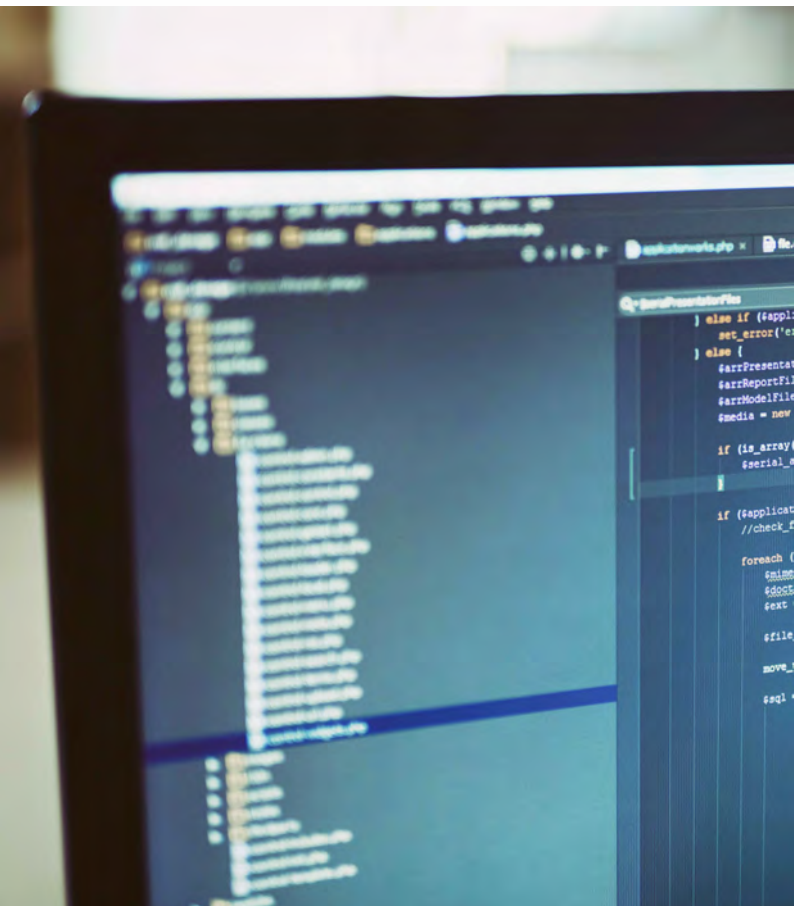
## Total Dependability: Proven technology partner

IT transformation projects are fundamentally complex and challenging by nature. This is particularly true in case of legacy migrations where data, systems and processes are often poorly or incompletely documented and understood. For a small and medium player who is implementing the solution for the first time, it is guidance and hand-holding to an automated environment that is desired.

### Success therefore depends on two factors for both:

- The flexibility and capability of the IT solution design
- The experience and capability of the IT partner.

IBS Cargo Line of Business is manned by over 400 dedicated cargo domain resources across the entire spectrum of business and IT including cargo business consultants, business analysts, application developers, testers and program/ project managers. IBS has the expertise of implementing iCargo for over 25 customers and has the impeccable track record of delivering solutions in the life span of iCargo within budget and time. CMMI Level 5 and TickIT Plus certifications held by IBS are testimonial to the quality standards we uphold and offers total dependability for our customers on iCargo.



# Industry Acceptance

Winner of multiple recognitions from the industry and trade bodies since launch of iCargo in 2008

- ★ **IT Systems Provider of the Year** award at Air Cargo India 2010, 2012, and 2016 by STAT Trade Times
- ★ **Innovation in IT industry** award at National IT Excellence Awards India 2016
- ★ CAPA **Airline Product Innovation of the year** award, 2015
- ★ **IT Provider of the Year** for the air cargo industry by Payload Asia, Singapore in 2012, 2013, 2014 and 2015
- ★ Silver Award for **IT Innovation** by Financial Express, India 2013
- ★ **Information Technology for the Air Cargo Industry Award** by Air Cargo Week, UK 2013
- ★ International Award for **Excellence in Air Cargo** at Air Cargo Africa 2011 by STAT Trade Times





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**IBS Software** is a leading global provider of new generation IT solutions to the Travel, Transportation and Logistics (TTL) industries. IBS offers a range of products and services that manage mission critical operations of companies in the TTL industries that help them increase safety, maximize efficiency, improve revenue, manage growth and reduce costs. SEI CMMI Level 5 and PCMM Level 5 assessed, ISO 9001:2008, TickIT and ISO 27001:2005 certified, IBS operates from 09 global business centers in the Americas, Europe, Asia-Pacific and Middle East and Africa.

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Transformational IT Solutions for Travel, Transportation and Logistics

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