



Who

Tulsidas Khimji Pvt. Ltd. (TKPL)

What

Visual Akash

Why

Because new requirements were not fulfilled by the old vendor

When

When Visual Akash was implemented major problems were solved, all complaints stopped and new requirements could be fulfilled

The Entire Case Study

THE OBSTRUCTION

For an Indian company that's been one of the pioneers in the freight forwarding industry offering services for around a century, nothing but the best of IT solutions ensuring seamless working would do. But when ISO 9001: 2000 certified Tulsidas Khimji Pvt. Ltd. (TKPL) realized that its vendor was unable to offer them solutions for new requirements emanating from competitive market trends, they were at a fix!

There were several issues that TKPL was facing with its vendors. Firstly, the vendor was finding it difficult to upgrade the DOS based software that the company was using. Second, the after sales service of the vendor was pathetic. Third, and the most important, data entry was complicated and because of the abysmal reporting the Employees had to draw reports manually which had a deep impact on the organization in terms of time, efficiency and effectiveness

Also, reports which were required for Management Information System (MIS), were not possible to be generated in the software provided by the vendor.

MIS is a computer based system used by most organizations world wide for transforming data into useful information for better decision making. It helps management make better plans and carefully organize business operations.

TKPL'S prime activities include:

Air freight Exports and Air Import Consolidation
Ocean Freight Exports and Imports
Project Cargo
Domestic Air freight
Offshore to Offshore (Third Country Shipments)
Customs Clearance (Air & Sea)
Door-to-Door and Express services (International & Domestic)
Transit Warehousing & Distribution
Marine Insurance

Hence, when these crucial requirements were not met with, TKPL had to take a call.

So what did they do?

What solution did they find? And what was its impact?



Overview

Product Used

Visual AKASH

Client Profile

Tulsidas Khimji Pvt. Ltd. is an ISO 9001:2000 certified company is in the freight forwarding business for over 100 years.

Business Need

Tulsidas Khimji wanted to implement a solution that would automate and simplify their entire freight forwarding operations.

"After using Visual Akash all complaints have stopped because the features are well tested and software bugs are very rare."



Jay Menon,
General Manager
Tulsidas Khimji
Pvt. Ltd.

THE SOLUTION

TKPL found Softlink's Visual Akash to be the ideal for its problems. How and why did they reach this conclusion?

Softlink's Visual Akash is proficient in taking care of both export and imports of air cargo shipments and can ably manage consignment consolidation and generate manifest. Its other USP include being able to generate House Airway Bills, Master Airway Bills and maintain Airway Bill stocks. It also generates Cargo Arrival Notice (CAN), Delivery Order (DO) and receipts among many others.

With Visual Akash it becomes easier to keep track of buying and selling freight rates. All the important reports like Airway Bill Register, Work Volume Register, Agent / Sub-Agent Report, Daily Airway Bill Report, CSR, profitability report and revenue matrix can be generated within no time. It also facilitates consol manifest filing with Indian customs through ICEGATE. Its compatibility with Softlink's Visual Accounts or the alternative additional module for invoicing provides the users with greater advantage in managing the financial aspects.

With Visual Akash, Air Freight Forwarders and IATA cargo agents can manage all aspects of the air cargo operations with ease and speed. It also helps Air Freight Forwarders / IATA cargo agents to track each consignment right till the recovery of incentive payments, and maximize profitability. Its salient features are: helps in effective monitoring and management of revenue flows; ensures efficiently handling of consignments; and complies with all IATA requirements and is considered as an industry standard in Air Freight Management software.

Hence for TKPL, an IATA approved Cargo Agent and a member of World Cargo Alliance (WCA) and China Global Logistics Network (CGLN), adopting Visual Akash helped in solving its major problems. First, it offered latest technology. Second, Visual Akash helped in generating various MIS reports which in turn enabled managers to make decisions for smooth & successful operation of businesses. Third, Softlink's customer support ensured that the company did not lose its valuable time when the system was down.

Endorsing Visual Akash's success Mr Jay Menon, TKPL's General Manager said, ***"Prior to Akash the staff used to point finger at software for genuine as well as non genuine mistakes. Because we were not sure about the software we too used to believe the excuses. After taking Akash all such complaints have stopped because the features are well tested and software bugs are very rare."***

THE CONCLUSION

So, Softlink's state-of-the-art technology and professionalism solved the hindrances that were proving to be hurdles in the way of TKPL's growth. Since the company had decided to upgrade from Dos to windows, Visual Akash helped in achieving this technological change. Besides, timely updates and excellent customer service helped TKPL in serving its customers better.

TKPL recommends the use of Visual Akash to any freight forwarder who is looking for a new software or who is planning to change his old software. Because, like Mr. Menon puts it, ***"Prior to Visual Akash the nagging thought that something may go wrong somewhere used to play in our mind, after Visual Akash we are at peace."***

About Softlink

Softlink Logistic Systems is dedicated to enabling organizations in the logistics industry to 'Simplify Operations' through highly specialized software products. Our deep domain expertise and experience in logistics and international trade, combined with strong technological know-how go towards creating truly winning products. These products deliver enhanced management control, revenue realization and accurate international trade documentation to users.

Exporters, importers, Custom House Agents/ customs brokers, Freight Forwarders and other logistics service providers experience a true boost in productivity and operational efficiency through the use of our products. Our success in meeting their needs is proven by our dominance among these segments in a demanding market like India.

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