



**Kale Logistics**

Technology that Transforms



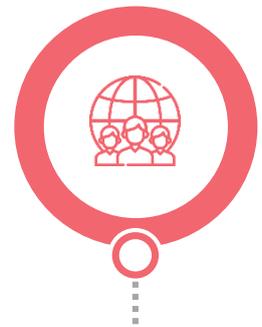
**Largest Ground Handling Operator in Norway optimises air cargo handling capabilities with GALAXY - Airport Cargo Management System**



Around 185,000 departures yearly



38 Airports



More than 380 users



## Norway's Largest Airline and Ground Handling Operator

Widroe Ground Handling (WGH) owns the largest regional airline and Ground Handling operations across Norway. They provide Ground Handling services at 42 airports throughout Norway, and handle around 185,000 departures yearly. The company serves close to 41 domestic and 6 international destinations with an impressive turnover exceeding 2.9 billion KR. WGH operates on varying sizes of airports throughout Norway.

## Challenge in optimising cargo flow through multiple airports

One of the key challenge for WGH was managing their Ground Handling operations across the varying sizes and cargo volumes for their airports. With an ongoing objective of continuously striving to achieve the best in class operations, it was imperative for them to employ a technology that was capable of integrating the huge volume of their wide spread operations. Being a progressive and growing enterprise, the company had targeted some key parameters that were of utmost prominence to them:

- ▶ Managing import, transit and export of air cargo
- ▶ Designing own data feeds based on requirements from various customers.
- ▶ Extending support to IATA's e-freight' standard.
- ▶ Processing data as required by Customs (New Computerised Transit System), security, and other stakeholders in prescribed formats
- ▶ Need based customisation of user interface and modules as per stations needs.
- ▶ Ability to create reports based on pre-defined requirements

Widroe wished to employ a system that could encompass the above parameters and drive efficiency in their ongoing operations.

## Existing system is devoid of comprehensive Ground handling capabilities

Widroe was using a legacy system for their Ground Handling operations. Though the system was a comprehensive and modern airline system, it lacked modules specific to Ground Handling operations.

For example there was no clearly defined acceptance process, ability to check flight, record discrepancies or damages and Cargo Security Declaration (CSD). This interrupted Widroe's operations.

Some other limitations with the legacy system were:

**Disjoint Operations:** It was imperative for Widroe to gain access and visibility to operations at their multiple locations. Ground Handling operations across multiple locations could not be controlled from their existing software, as each airport managed their operations independently. This made it difficult to gain a holistic perspective on operations for the company. As a growing enterprise this posed limitation to their expansion plans and operational integration.

**Crippled Planning:** Lack of a mechanism to provide real-time visibility and information pertaining to the status, location and advanced information on cargo gave rise to ambiguity and failure for advanced planning.

**Data Flow and Automation:** As the legacy system could not be integrated with any third party applications, data entered in it could not be fetched and used for allied operations like invoicing, finance, HR etc. Moreover, the system was also deprived of automation as it was also not equipped to integrate with modern techniques like barcode, HHT integration etc. This lack of automation gave rise to duplicate data entry efforts, making their operations redundant, time-consuming and error-prone.

**Security:** Ground Handling operations are subject to handling of sensitive data, information, documents and cargo. Widroe's legacy system was devoid of security features that could provide a robust protection against hacking and sabotage.

**Business Intelligence:** The legacy system provided operational capabilities but lacked a dedicated Business Intelligence module to drive strategy formation and efficient business planning.

**Compliance:** As a stand alone system, the legacy software lacked the capabilities for ensuring industry standards and regulatory compliances in operations. E.g., compliance to IATA's e-freight standard etc.



## The Kale Advantage

Taking into account the limitations of their present Ground Handling system, Widroe decided to employ a solution that was not only capable of handling the limitations of the legacy system, but was also capable of giving a winning edge to company's operations. Owing to Kale Logistics Solutions' rich legacy of software solutions, based on domain understanding and technical expertise, Widroe chose Kale's GALAXY Airport Cargo Management Solution.

## GALAXY gives a winning edge

GALAXY- a next generation, scalable and industry compliant system is a first of its kind solution which caters to all kinds of Ground Handling capabilities for varying size of airports. It not only automates all cargo handling operations, but also provides a collaborative platform for stakeholders such as Airlines, GSAs, Bonded Truckers, Custom Brokers, Forwarding agents, Customs, Banks and other stakeholders. GALAXY automates the internal warehouse and cargo handling processes. With an ability to stay abreast with the changing regulatory requirements, GALAXY drives greater efficiency and visibility in ground handling operations. Designed on an open architecture principle, GALAXY also supports easy interface with third party applications like Weigh Bridge, ETV, Hand Held Devices, PLC, ASRS and RFID bringing complete automation to processes. It has a standard API for interface with an ERP or a Financial Management application. GALAXY is a new generation, web based system which is highly scalable, flexible and low on maintenance unlike other systems in the market which are still based on legacy client-server technology. The n-tier architecture of the system ensures that it is extremely easy and fast to configure the system as per changing business and regulatory requirements.

## GALAXY brings transformation in Widroe's operations

Following the implementation of GALAXY, Widroe experienced several benefits and value addition to their Ground Handling capabilities. These include:

**Optimised multiple location handling:** GALAXY was capable of handling Widroe's widely spread operational network across their 38 ground handling airports through a single implementation. With GALAXY Widroe experienced greater efficiency and control over their vast expanse of business. The company was able to handle disparate volume of operations efficiently for different locations.

**Customised Solution-** With GALAXY, Widroe got a customised solution for enhancing their Ground Handling capabilities. Be it handling export/imports or transshipment, GALAXY ensured quick & comprehensive information on consignment status, cargo tracking and terminal operations along with specific capabilities like Unit Loading Device (ULD) management, service level management as per AHM801, tracking, terminal & airline invoicing, mail and courier handling. All this helped Widroe to strengthen control over their operations.

**Consolidated operations with visibility-** Widroe gained optimised operational control and complete visibility through GALAXY's implementation. Key personnel could easily get a complete overview of operations being carried out at different locations and drive consolidation through a single unified system. This drove ease of business for the enterprise and gave a new impetus to their operations.

GALAXY GHA is a state-of-the-art ground handling module that supports the airports handling cargo in controlling the movement and storage of cargo at the warehouses and managing the transactions. It automates the operational processes and provides comprehensive information on consignment status, cargo tracking and terminal operations to all stakeholders.

**Planning** – As operational visibility improved, Widroe got the much necessary support to plan their operations well in advance. The company also could now prepare for surge of volume and any discrepancies or shortfalls, thus eliminating operational inaccuracies.

**Business Intelligence**- GALAXY's in-built Business Intelligence module enabled Widroe to get customised reports on various operational and business parameters. Its state-of-the-art reporting mechanism consisting of 100+built-in reports and ability to provide customised reports to users enabled Widroe to gain a optimised business perspective. Kale' BI infused reporting provided support on strategy formation and business planning. This helped the company to assess productivity, wastage and prospective improvement areas.

**Data Flow and automation**- GALAXY improved User productivity by approx. 40% as a result of eliminating duplicate data entry efforts and saving time on data entry efforts. Complete percolation of pertinent data from one system to another like airlines, has enabled Widroe to streamline and strengthen control over operations.

**Industry standards & compliance:** GALAXY is designed on the basis of in-depth industry understanding and technical knowledge. As a result, GALAXY helped Widroe to operate on industry standard procedures with a far more competent and industry specific software than the former legacy system.

### Implementation & roadblocks

The implementation of GALAXY was smooth. With adequate feedback from Widroe, the software was customised to suit the company's operational model and yield maximum business benefits. An onsite resource was deployed to train Widroe's professional team and on boarding was completed in stipulated time. The adoption of GALAXY was readily accepted by the Widroe team owing to its long term benefits.

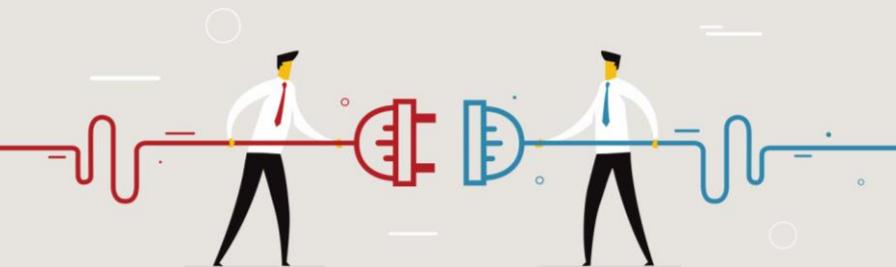


Our operations are dispersed in about 39 airport locations handling varying volumes. It was thus imperative for us to choose a technology partner who can apprehend our requirements and provide us with the most suitable solution. Moreover, as we were operating on strict deadlines, it was imperative that the solution implementation and live was prompt. Kale Logistics Solutions ensured a quick role out for us within the stipulated deadline. With Kale's GALAXY airport cargo handling system, we were able to gain complete control and visibility on our operations. GALAXY is a cost effective and flexible solution enriched with comprehensive features especially designed for airport cargo operations.

**Espen Westermann, Cargo Operation Manager & Key Account Manager, Widerøe Ground Handling AS**



Connect with us



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