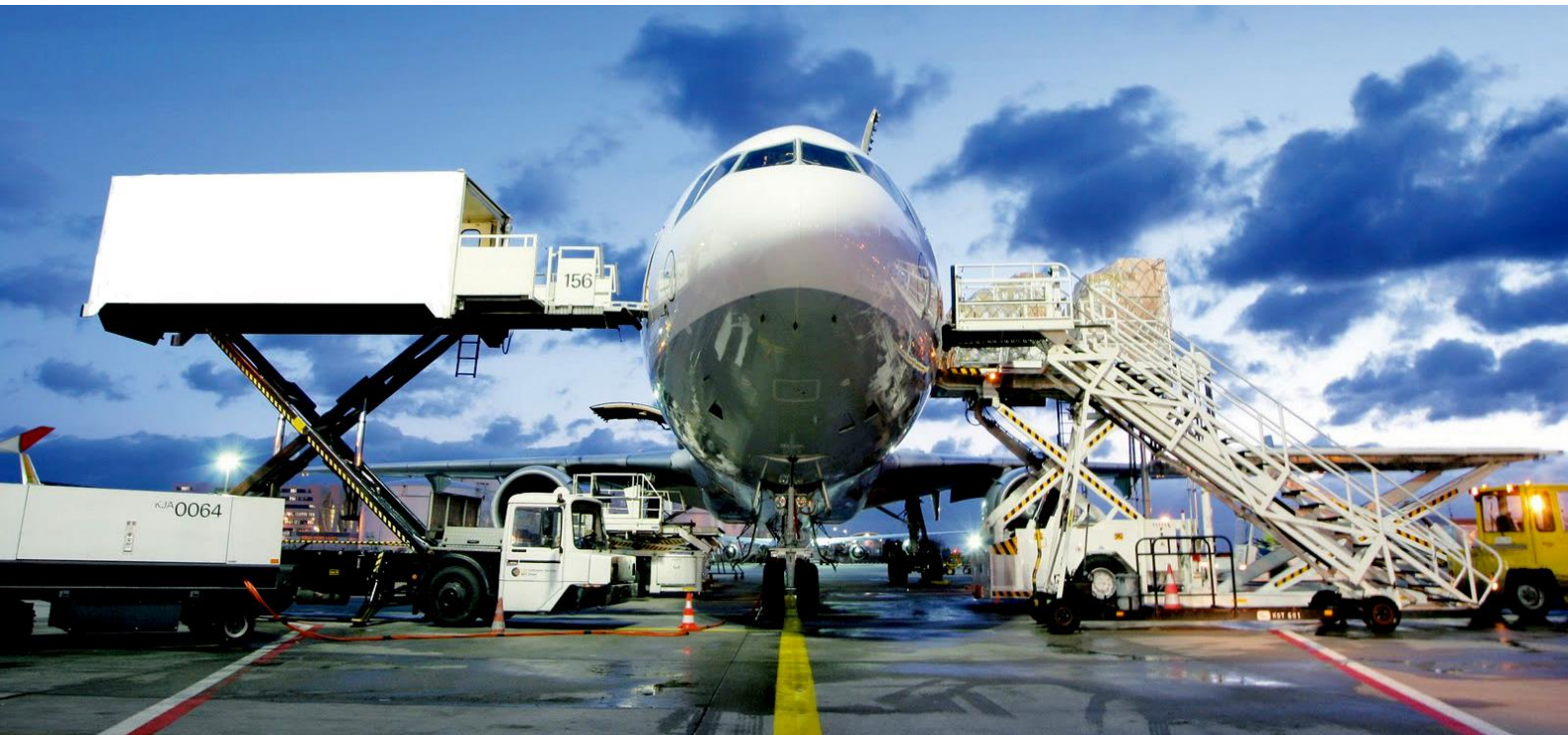




Kale Logistics

Technology that Transforms



CASE STUDY

Mumbai International Airport transforms its cargo handling process
with GALAXY™ - Airport Cargo Management System

Mumbai Airport - India's busiest & amongst world's top 30

Mumbai International Airport Pvt. Ltd. (MIAL) also known as Chhatrapati Shivaji International Airport (CSIA), Mumbai, is India's busiest airport. With over 67,70,00 tonnes of cargo, 1600+ agents, 140+ airlines and a document volume in excess of 5000 daily, Mumbai Airport is beaming with action, virtually on 24X7 basis.. Being the financial hub of the country, Mumbai airport has embarked on a mission mode project to further improve the its cargo facilities and make it the nerve centre of air cargo handling in India.

Removing bottlenecks to facilitate faster cargo movement

Like its peers worldwide, MIAL faced significant challenges in facilitating the seamless movements of goods. Apart from augmenting the physical infrastructure, one of the biggest challenge identified pertained to handling and acting upon information from disparate sources like Security, Customs & Immigration, Airlines, Cargo agents etc.

It was imperative for MIAL to ensure a win-win scenario for all stakeholders by making quick decisions based on changes in information thereby ensuring trade facilitation and at the same time reducing hidden costs.

'Problem of Plenty' with multiple systems

Back in 2008, the incumbent processes at Mumbai airport were semi-automated due to the existence of multiple and disparate systems. Separate legacy applications for Custodian operations, ground handling and limited connectivity with key stakeholders like Customs and Airlines led to multiple data entry points, redundant processes, increased cargo processing time and long queues at the airports. Shipment visibility within the cargo terminal as well as for stakeholders was a major pain area. Multiple applications and manual processes tellingly, increased cargo processing time.

With the advent of industry programs like Cargo 2000 and e-Freight as well as higher level of service expectation from agents and airlines, MIAL embarked on a process to evaluate and change its legacy applications to a modern, scalable and integrated application which provided advanced functionality and imbibed the industry related changes. MIAL's finance team always wanted a system with zero revenue loss. A team of Cargo Operations, Finance and IT specialists from MIAL zeroed on Kale's GALAXY Airport Cargo Management Application based on an year long evaluation process.

Mumbai International Airport @ Glance

- 670,000 tons of cargo per annum
- Total area of 87,410 sq.mts
- State of art perishable cargo terminal of 1844sq.m & capacity 50000 metric tons cargo per annum
- 15 temperature controlled cold storage chambers - capacity 460 metric tons
- 57 truck docks for cargo unloading
- 5 dedicated aircraft parking bays for cargo aircraft



A software with integrated custodian, cargo handling & domestic operations

Kale understands the problems with the existing legacy systems at airport cargo terminal operations and their impact on the air cargo facilitation and growth. GALAXY™ solution was developed with an intent to address these problems.

GALAXY™ is a first of its kind solution for emerging and mid sized airports, that 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 custodian functions at the airport and also the internal warehouse and cargo handling processes. Moreover, the system keeps pace with the changing regulatory requirements and brings in greater efficiency and visibility in the air cargo handling at the airport.

GALAXY™ - a Next Generation, scalable and industry compliant system

GALAXY™ has been designed on open architecture principle and ensures easy interface with third party applications like Weigh Bridge, ETV, Hand Held Devices, PLC, ASRS and RFID. 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 requirements.

GALAXY encompasses modules for Export, Import, Domestic, Warehouse, ULD Management, PO Mail/Courier, SLA, Invoicing and a web portal for stakeholder interaction. A comprehensive EDI module enables connectivity using CARIMP messages with Airlines and XML/EDI with local Customs. A windows based Hand Held (RF) terminal (HHT) software is also available. The agent/airline can use the web portal to request specific handling, view reports, pay and print invoices and do a track and trace. Several innovative features like Speed AWB in exports, one screen view of acceptance to manifest, auto invoicing, auto alerts and a EDI dashboard enables efficient operations at the user level.



A single integrated system brings transformation

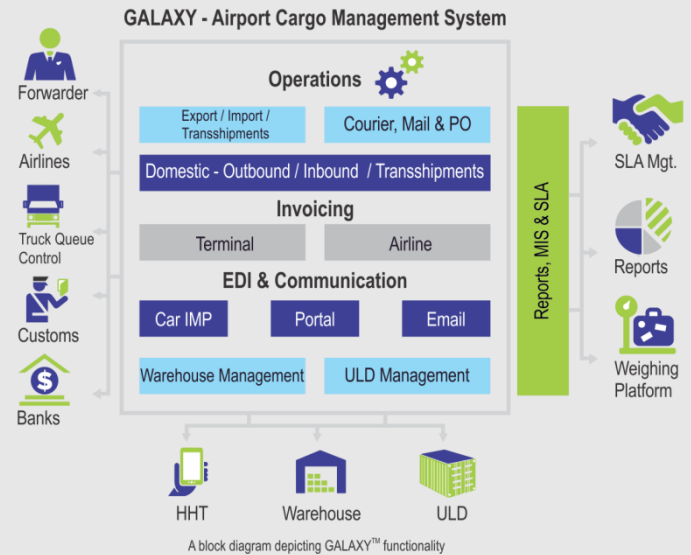
Post implementation of the cargo handling system - GALAXY™, there has been a complete transformation in the way cargo movement happens at Mumbai airport.

The cargo operation users, agents and other stakeholders derive the following benefits from GALAXY

- **Complete Visibility** - 100% transactions can be carried out through this web portal enabling web track and trace with timely status updates. Customs amended messages get updated in the system on time. A wide range of standard and MIS reports are available in the easy to use reporting module. These include reports for operational activities, tonnage, revenue etc.
- **Say no to revenue leakage** - Integration with weighing scale to capture shipment weight has helped Mumbai airport plug possible revenue leakages due to incorrect reporting of cargo weight. It has also helped in accurate data capture and manifesting weight while loading into aircraft.
- **Warehouse visibility** - Warehouse operations can be performed using HHTs. Users can accept cargo, locate cargo, forward cargo for examination, and check through the medium of hand-held device.
- **Improves user productivity** - GALAXY™ has improved User productivity by 70% by reducing rejections & data entry effort. Mumbai airport updates its customer community with the latest developments, tariffs, and regulation. Pre-advance for equipment's and services received from Customs Brokers helps Mumbai airport plan its resources better.
- **Elimination of hidden costs** - Apart from spending time in coordinating between various parties including airlines, customs, and Mumbai airport to clear a shipment, on an average forwarding agent used to spend between USD 1.5-2.5 per air waybill to process the carting order and track status of cargo within the warehouse. However, with GALAXY™, this cost has now been eliminated with the self-service features available on the web portal.

GALAXY™ - Web-based Airport Cargo Management System

GALAXY™ is an enterprise wide cargo ground handling cum custodian management application. GALAXY™ CUSTODIAN module supports custodian functions like basic import and export handling, customs clearance, disposal and auction management, maintenance of pre-deposit accounts, and reporting.



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.



Moving from our legacy system onto a web-based solution like GALAXY, we realised multiple benefits like compliance with industry regulations; enhance customer satisfaction with regular consignment status update; achieve data integrity due to single point for data entry amongst others

General Manager Cargo



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