



**Kale Logistics**  
Technology that Transforms

**CASE  
STUDY**

**Emerging African Cargo Operator 'NAC2000' - Zambia connects on  
Kale's Cargo Platform GALAXY™**



## NAC2000- An upcoming African Airport

NAC2000 has been in existence as a private company for over 12 years, and is a former cargo subsidiary of the liquidated national airline, Zambia Airways Corporation Limited (QZ).

NAC2000 specialises in the aviation sector offering full aircraft ground handling at Zambia's four international airports. It currently handles all cargo for Ethiopian Airlines, KLM Royal Dutch Airlines, South African Airlines, Martin Air and Kenya Airways . It provides support services for a majority of the ad hoc cargo and passenger aircraft in Zambia. It also provides cold storage for temperature sensitive cargo at Kenneth Kaunda International Airport (KKIA).

NAC2000 has operational bases at all the main borders where it provides efficient customs clearing services for road cargo entering or exiting Zambia.

## Multi-location Operational Visibility with Industry Focussed IT Systems

NAC2000 planned to improve the cargo handling operations at its airport which at the time were completely manual. The team would have to visit separate airline systems to enter shipment information and complete the transactions. This did not allow it to cope with the growing demands of the business and did not offer a consolidated view of the business. It also wanted to serve its customers better by providing them real time information on their shipments. The management required a system that could offer complete operational visibility across multiple locations and enable exchange of EDI messages with airlines. NAC2000 required a tool that would help it plan and forecast better at both - tactical and strategic levels without having to make heavy upfront investments in IT infrastructure and staff.

## e-Freight- the need of the hour

With Airlines expecting shipment status updates by the minute, NAC2000 required a system that could enable EDI connectivity and be compliant with all industry regulations. Being an emerging Airport cargo handler NAC had its own scale of challenges. With limited business margins it required a system which could bring in efficiency, aid in managing expected Service level agreements (SLAs) and effectively utilise space & time. Lack of automation limited their ability to plan, forecast, budget from historical data. They wanted to cater to customs demand for reports and meet their compliance levels as well.

## NAC2000 at a Glance

- Offers varied services covering-Aircraft Ground Handling, Freight Forwarding, Warehousing, Cold room storage and Customs Clearance
- First facility to offer EDI & Customs Compliance , serving at Lusaka, Livingstone and Ndola airports in Zambia.
- More than 850 Metric tonnes monthly



## A software for emerging cargo handler with EDI and no Infrastructure Costs

Kale understands the problems that impact air cargo trade facilitation and growth. GALAXY™ solution was developed with an intent to address problems of Air cargo handlers of all sizes.

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. NAC2000 is now at par with other GHAs in the region.

## GALAXY™ - a Next Generation, scalable and Industry compliant system

GALAXY™ has been designed on a 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 as well as these 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 as per the 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 & print invoices, track & trace cargo and retrieve historical information. 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.



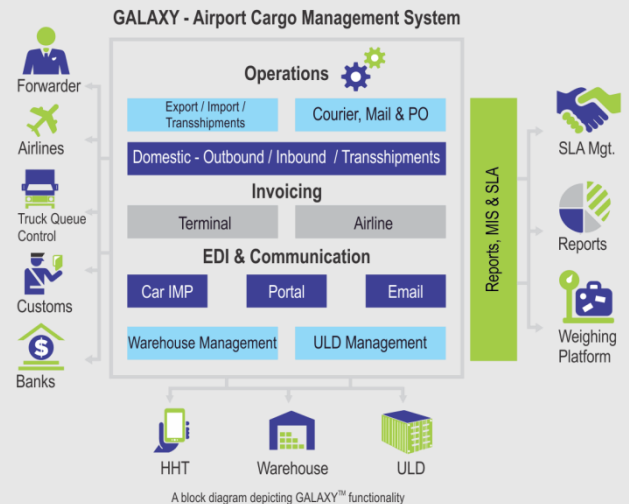
**NAC2000 leverages GALAXY™ which combines Kale's experience of working with leading mid sized airports**

Being a centralized web-based application GALAXY™ proved to be an invaluable medium for effective real time communication with all cargo stakeholders.

- **EDI Communications & e Freight Compliance-** With EDI connectivity to Airlines NAC2000 now exchanges CARIMP messages. It now has the ability to comply with the 'e Freight' guidelines as a GHA.
- **Enhanced Business -** NAC2000 is now equipped to offer trade facilitation and the staff need not undergo training on multiple airlines systems. Also, they didn't have to invest in huge IT infrastructure costs, as GALAXY™ works on a SaaS (Software as a service) model, which means NAC spends on a pay-per-use model.
- **Automated Billing & SLA Agreements -** NAC has attained automated & timely billing. All the events that occur in cargo operations life cycle are recorded in GALAXY™. These events are taken as reference for defining SLA parameters and introduce new charges. To prove and analyse the performance of the SLA, reports can be generated from the system.
- **Warehouse Control -** 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.
- **Cargo & Revenue Visibility -** NAC has 100% visibility of its cargo today. The system generates 'Advice of Arrival' to the consignee and NAC simultaneously. All transactions are transmitted electronically at NAC, helping them to track AWBs, Airmails & transshipments easily and map these against invoices generated.
- **Single Window View -** GALAXY offers a single window view replacing the need for the staff at NAC to visit multiple airlines systems to get updates. The customers of NAC don't have to face clearance delays anymore.
- **Statistical Report -** Management at NAC receives system generated reports of their choice like- Flight stats, export – Import shipments, Cargo in Hand, AOA stats, that are enabling them in taking pro-active decisions.

**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 & 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.



We found this system to be comprehensive, multi-functional and user-friendly. A web-based and highly scalable solution like GALAXY with EDI capability has already helped us enhance our business volume and we have rolled out this system at 4 of our Airports. We have realized multiple benefits like- lowered operational costs, complete operational visibility, greater accountability with lesser manual intervention and e Freight compliance.

**Mr. Jonathan Lewis- Managing Director**  
**NAC2000 Corporation Ltd**



## **CORPORATE OFFICE**

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