Developing a Best-in-class Cargo Handling System for a Ground-Handling Provider

CASE STUDY

Synopsis

Cargo handling at thousands of airports the world over poses a huge, potential risk of deviating from the quality of handling standards. In order to drive efficiencies in all areas of cargo operations, we laid the groundwork for a leading ground handling and in-flight catering service provider by developing a world-class cargo ground handling system. The effective implementation of the cargo handling system delivered more value in the form of safer and easier cargo operations and monitoring.

About the Client

A premier ground handling and in-flight catering service provider, the client handles various services including catering, passenger baggage, cargo and ramp handling, aircraft interior cleaning, aircraft security, and aircraft linen laundry for passenger and freight aircrafts.

Business Challenge

Like many ground handling and catering businesses, the client was running all its business processes on outdated systems with multiple business and technical interfaces. Over the years, their systems had become more inflexible and prevented them from taking advantage of new technologies to streamline operations. Further, the system code and changes made to the system were not duly documented for subsequent reference.

To address these challenges, the client needed a capable business partner with extensive industry knowledge and experience in delivering defect-free applications in the airlines domain. Coforge could deliver basis its embedded experience in building a knowledge base for the cargo operations.

Our Solution

The client partnered with us to:

- Deliver on the brand promise throughout the value chain
- Develop a round-the-clock, mission-critical, and reliable system with fast response times
- Implement the system at five cargo terminals

Our pool of professionals used innovative tools, techniques, and practices to perform an onsite gap analysis . The entire team was divided into two groups for the first half of the engagement. The first group worked with the client's team to understand their requirements while the other team was given the arduous task of understanding the undocumented design of the database and the front-end. The two teams collaborated with each other closely and documented the knowledge.

In Phase 2, we were engaged to provide maintenance, enhancement, and round-the-clock support services for the entire suite of applications. We ramped up the team to address the customization demands of the client and optimized their total cost of ownership.
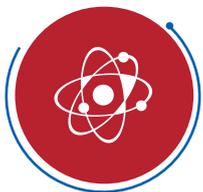
Delivering More Value

Leveraging our domain experience and technology expertise, we were able to offer a solution that helped the client to provide an enhanced and superior experience to all its customers. The solution provided:

- **More Control:** The client was able to better monitor the entire cargo operation system

- **More Efficiency:** We reduced process redundancies through adoption of various best practices. This helped them in processing the cargo faster

- **More Satisfaction:** We provided a reusable solution for future implementations—improving customer satisfaction

The Coforge Advantage

We provide continued support for the solution, developing and enhancing it whenever needed—enabling the client to generate multiple revenue streams from their IT investments. We have also implemented this solution for a number of other leading cargo operators in the APAC geography.

Coforge is a leading global IT solutions and services organization which believes that real transformation cannot be driven by thinking in technology terms alone. With a mission to "Transform at the Intersect" it aims to bring both deep domain and deep emerging technologies expertise to achieve real-world business impact. A focus on very select industries, a detailed understanding of the underlying processes of those industries and partnerships with leading platforms provides us a distinct vantage. We leverage AI, Cloud and Insight driven technologies, allied with our industry expertise, to transform client businesses into intelligent, high growth enterprises.

Learn more about Coforge at: www.coforgetech.com

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