

IBS implements new generation cargo terminal operations system for Emirates

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**By Pradeep P. Suthan**

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**P. Suthan**

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Largest IT system implementation

Trivandrum – September 13, 2004 – IBS Software Services (IBS) has developed and successfully implemented Chameleon, a sophisticated new-generation, cargo terminal operations system for the Emirates Group.

IBS has designed Chameleon to handle end-to-end management and monitoring of cargo consignments, from the time a consignment is delivered to the airline till its delivery at the destination airport. IBS has delivered arguably one of the largest and most complex systems using new generation technologies for the airline cargo industry.

Chameleon enables a ground handler to manage all cargo terminal operations from reserving an air waybill to manifesting the shipment on a flight on the export/air side and to receive the cargo from the airline and deliver the shipment to the consignee on the import/land side. Chameleon also supports radio communications through hand held terminals and improves productivity and service levels by defining flexible workflows and monitoring the performance of the different business processes. Thus, Emirates SkyCargo and Dnata Cargo are currently operating with the most advanced Cargo Ground Handling and Warehouse Management IT system in the aviation industry today, providing Emirates with the tools that are needed to achieve its goals of efficiency, profitability and service quality.

Mr. V K Mathews, IBS Chairman and Managing Director said, "Emirates had a very aggressive time schedule for completion, and we are quite delighted that we were able to cut over two large terminal operators from existing systems to the new system with minimal interruptions to their operations. The success of both system development and implementation is a demonstration of our commitment, competence and determination to succeed even under the most challenging circumstances".

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"Chameleon is one of the largest IT system implementations which the Emirates Group has undertaken in recent times, and the project is strategically important for the Group. Understandably, Chameleon was a big challenge, and I truly appreciate and thank IBS for their professionalism, competence and commitment in making Chameleon a great success", added Mr. Joshua Koshy, Senior VP-IT, Emirates Group.

A multi-million dollar project with over 120 person years of effort, Chameleon's success could only be achieved through a spirit of co-operation and outstanding team work between ourselves and IBS. They created the product to our specifications and worked with us in implementing the system for the two business units resulting in very smooth transitions for them. As the project owner I could not have asked for more," added Akshay Shrivastava – Manager-Information Services, Cargo and Logistics, Emirates Group IT.

Special features enable data communication using mobile computers and handheld devices to improve flow control and piece-level tracking, and hence reduce operational errors. The system is expected to improve productivity and service levels by automating the workflow, enabling paperless internal processes, and monitoring processes and performance. It also provides customers, suppliers and other partners direct control over logistics, processes and costs, while offering an advanced tool that boosts productivity and profitability – all of which will help Emirates to quickly boost its cargo revenue.

IBS recently partnered with Cendant Travel Distribution Services (TDS), a division of Cendant Corp. for the marketing of IBS's new generation Passenger Services System that has been designed to replace legacy technologies.

### About IBS Software Services

IBS Software Services is a world-class provider of software solutions to the global travel, transportation and logistics industry. IBS has business operations in USA, Europe, Middle East and Asia Pacific, and Group companies operate out of USA (Atlanta), Europe (London), Middle East (Dubai), Asia Pacific (Sydney) and India (Trivandrum). IBS has a large offshore software production and competence development centre situated in India, which is SEI CMM Level-5 assessed, and ISO 9001:2000 and TickIT certified. The global clientele of IBS includes major corporations like British Airports Authority, Air Canada, Emirates, Dubai Airport, Swiss, Qantas, SITA, EDS, Shell, GulfShare, and Qatar Airways. More information about IBS can be found on the web at <http://www.ibsplc.com>.

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## **Airline software specialists IBS launches SmartCargo at ACF in Bilbao- A web-based solution**

**for airline cargo management**

**By Pradeep P. Suthan**

Bilbao, Spain - September 15, 2004 - IBS Software Services (IBS) today launched its new-generation Cargo solution - SmartCargo at TIACA's 22nd International Air Cargo Forum and Exposition here in Bilbao. SmartCargo is a web-based solution that comprehensively meets the needs of the core cargo operations of airlines. SmartCargo is an effective tool for cargo capacity management, tracking, pricing, AWB stock control and ULD management. It enables accurate estimation of available cargo capacities using historical information, increases revenue through better management of available capacities, maintains integrated cargo tariffs helping airlines to price their services better. It provides up-to-the-minute information on shipment status and facilitates communication of shipment status to the supplier/customer. It also gives customers direct access to airline services via the Internet. Significantly, the system minimises errors in data capture that translates into substantial savings in time and cost. Associated with the launching of SmartCargo, Mr. V K Mathews, IBS Chairman and Managing Director was all praise for the team that came up with this innovative product. He said, "SmartCargo is a futuristic solution that supports the integrated management of cargo reservations and ground operations of modern cargo carrying airlines. Built on technologies that offer scalability, it can be customised to meet current and future business needs". SmartCargo is a product that has understood the needs of the airline cargo industry and has delivered a very user-friendly solution. Whilst SmartCargo is capable of interfacing with a multitude of airline systems, it also facilitates in providing information to Departure Control, Load Balancing, Revenue Accounting, Financial Accounting, Passenger Reservation and Customs. Peter Cefai - (COO, IBS-Europe) said, "With this launch of SmartCargo, IBS has established itself as a new generation cargo and logistics solutions provider. In fact, IBS has combined domain vision and path-breaking ideas with technology expertise and domain experience, to create a cost-effective solution to solve business challenges of today and tomorrow". IBS recently partnered with Cendant Travel Distribution Services (TDS), a division of Cendant Corp. for the marketing of IBS' new generation Passenger Services System designed to replace legacy technologies. IBS domain expertise was key to implementing a sophisticated new generation cargo terminal operations system for the Emirates Group and implementing a comprehensive mail management system for Qantas Freight.

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Airline software specialists IBS launches SmartCargo at ACF in Bilbao– A web–based solution for airline cargo management

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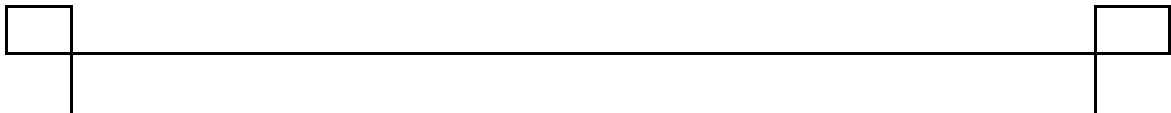
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