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# CARGO TALK®

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in logistics operations

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taking off**  
in turbulent times

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## HAWAIIAN AIRLINES ends Ohana ATR freighter operation

Hawaiian Airlines will not restart its Ohana by Hawaiian ATR freighter service that covered various islands in the state. The freighter service was suspended in November 2020 as state and county quarantine measures triggered a labour provision that led to the temporary suspension of passenger and cargo flights. Passenger operations were also affected by a decline in customers. Hawaiian decided to permanently end service following an in-depth assessment of the overall operation and its long-term viability.



## JD LOGISTICS adds Bangkok freighter flights

JD Logistics – the transport arm of Chinese e-commerce platform JD.com – is targeting demand to and from Thailand with the launch of a new all-cargo charter flight between Shenzhen and Bangkok. “Open to small and medium-sized enterprises (SMEs) in both countries, the freight-dedicated route will facilitate delivery of goods from mainland China to customers in Thailand and vice versa within 48 hours,” the company said.

Running between Shenzhen Bao'an Airport and Bangkok Suvarnabhumi Airport three times a week with same-day return, this end-to-end fully self-operated and full-link transportation route will greatly increase the speed of cross-border freight.



## CARGOLOGIC Germany adds another freighter



CargoLogic Germany has added its fourth freighter as it continues to build up its fleet. The Leipzig/Halle-based airline took delivery of its fourth B737-400 freighter (D-ACLX) last week. The carrier plans to double the size of its fleet compared with the start of the year. According to website Plansepotters.net the aircraft is 1997 built and was previously operated by LOT before being converted in March this year. The airline gained AOC certification in September 2019 and launched services shortly after, targeting the express and e-commerce markets in Germany and Europe.



## DHL GLOBAL FORWARDING signs up for United Airlines' SAF programme

DHL Global Forwarding is joining United Airlines' sustainable aviation fuel (SAF) programme as it continues to ramp up its green strategy. The world's largest airfreight forwarder said that as part of United's Eco-Skies Alliance programme it will contribute towards the purchase of 3.4m gallons of SAF this year. The reductions in carbon footprint are then allocated by DHL to its customers. DHL Global Forwarding, Freight Chief Executive **Tim Scharwath** said, “Through this partnership we will be able to show how a market mechanism for SAF can help airlines, freight forwarders, and shippers work together to accelerate the transition to a low-carbon, ultimately zero carbon emissions transport sector.”

## LUFTHANSA CARGO adds 15<sup>th</sup> B777F to its fleet

Lufthansa Cargo will receive another B777F by the end of this year. Thus, a total of 15 full-freighters will then be in service for its customers. “We are very pleased that we will be able to offer our customers additional freighter capacity in the future. The corona crisis has impressively underlined how important these aircraft are for global supply,” said **Dorothea von Boxberg**, Lufthansa Cargo's CEO.

The twin-engine B777F has a standard payload capacity of 103 metric tonnes with a range of more than 9,000 kilometres. Most recently, in March, Lufthansa Cargo announced the fourteenth aircraft of this type for fall 2021.





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## SAS CARGO extends ULD deal with Unilode



SAS Cargo has extended its unit load device (ULD) partnership with Unilode Aviation Solutions by five years, up to 2026. Through the extended deal, Unilode will continue to provide ULD management and repair services for the Scandinavian carrier at its Copenhagen hub — as well as at Unilode's MRO stations. It will also continue to supply SAS Cargo with containers and pallets from its pooled ULD fleet, as well as enabling the carrier to use its track and trace solutions. Additionally, SAS Cargo will trial SAS Cargo's Connect service package.

## SEINE AXIS MAJOR RIVER & SEA PORT, a new port complex in France

France saw the birth of a new port complex from a grouping of the ports of Le Havre, Rouen and Paris. All three port authorities have now merged to become the Seine Axis Major River & Sea Port. They now form a single port ranking no. 1 in France and fifth among Northern European ports; a port with global outreach. Haropa Port benefits from unique geographical advantages. A maritime coastline open to the whole world and a Seine corridor that serves via natural routes a consumer catchment area (Paris and its surrounding region) with a population of 25 million — the largest in France and the second largest in Europe.



## TCS WORLDWIDE teams up with NAP to strengthen its position in global logistics sector

After a successful start earlier this year, the Dutch neutral provider of time critical and OBC solutions, TCS Worldwide, is ready to take the next step in strengthening their position in the freight forwarding sector. The



End-to-end supply chain visibility

Read more

company recently teamed up with Neutral Air Partner and joined its time-critical group NAX 24-7 Time Critical. "NAP's comprehensive network of air cargo logistics providers combined with the experience of TCS Worldwide makes a perfect, strategic partnership for time-critical consignments," said **Sander van Woesik**, GM of TCS Worldwide.



## VOLOCOPTER'S heavy-lift VoloDrone visits Berlin for the first time

The urban air mobility pioneer Volocopter and global logistics service provider DB Schenker are developing solutions for the fast and emission-free transport of goods. Volocopter's heavy-lift drone was presented to German federal politicians for the first time. At the National Aviation Conference (Nationale Luftfahrtkonferenz) at Berlin Brandenburg Airport, numerous politicians and representatives from the aviation industry visited the VoloDrone. The aircraft is autonomously and electrically operated and can transport up to 200 kilograms of cargo with a range of up to 40 kilometres. **Jochen Thewes**, CEO of DB Schenker, said, "When the infrastructure for conventional means of transport is overburdened or non-existent, cargo drones offer an opportunity to rethink logistics routes."

## CEVA LOGISTICS offers enhanced ground, rail transport visibility with project44

CEVA Logistics is offering its worldwide ground & rail customers and carrier network improved, real-time visibility through a new strategic alliance with project44, a leading provider of supply chain visibility solutions. The advanced track and trace services will be rolled out globally over the next year.

The visibility solutions will cover all of CEVA's global ground and rail operations, spanning from domestic distribution networks to cross-border, multi-modal solutions and from B2B inbound to manufacturing environments to B2C home deliveries. CEVA's existing visibility tools, including driver apps, GPS devices and web portals, will be combined with the new solution to create an overall, expanded visibility platform.







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# Monitoring cargo movement in real-time



With supply chain visibility platform called 'LogiCloud' that connects over 150 transporters systems, WebXpress Cloud-based technology solutions ensure all transactions from pickup to transshipment to delivery are visible. Apurva Mankad, Founder & CEO, WebXpress shares the details.



Priyanshi Bana

**Kindly elaborate on the journey of WebXpress.**

WebXpress is a global transportation and logistics SaaS provider. It is a full-stack SaaS-based solution for multiple domains such as e-commerce logistics, express cargo, hyperlocal, and full truck movement. WebXpress started in the year 2004 to bring the latest technologies to a highly unorganised but crucial sector of logistics. Technology is ever-changing and WebXpress has always been a pioneer in bringing the latest to its customers. We launched our first mobile app in 2009, deployed GPS integration in 2011, and adopted Cloud in 2013.

At present, WebXpress has created a digital ecosystem integrating IoT, GPS, e-way Bill, e-invoicing, and Fastag with Cloud being its core solution. WebXpress processes over 3.5 million transactions and analyses over 100 mn IoT signals every month. WebXpress firmly believes that the next 10 years will be the golden years for Indian logistics sectors, that will be actively driven by technology. Hence, we are currently working on many new-age initiatives such as 5G driven logistics hubs, reducing carbon footprints, AI-driven delivery prediction, usage of drones in warehousing, robotic process automation for PODs, pattern-based auto-matching of demand-supply among others.



**Apurva Mankad**  
Founder & CEO  
WebXpress

**WebXpress firmly believes in the democratisation of technology. India's effort to reduce the cost of logistics from 14% of GDP to 9% can be realised only when a critical mass of logistics companies adopts digital technology**

**How is the logistics industry leveraging technology during these challenging times?**

In the past, the Indian logistics industry used bare minimum technology, primarily for billing and accounts. However, the arrival of e-commerce led to the adoption of technology from larger players to mid-sized and even smaller players. But the pandemic forced all logistics companies and their customers to put technology at the centre stage. Many companies adopted Cloud solutions as this allowed them to decentralise work and allowed management teams to access data from any location.

Companies now have a greater reliance on automated monitoring tools such as GPS, IoT, and Control Towers that give them a 30,000 ft view of entire operations. Logistics companies are also 'connecting' their systems with that of customers to ensure data is transferred seamlessly and in real-time. They are also becoming part of Transport Exchanges to sell their excess capacity and get better yields for return loads.

**How WebXpress as a technological firm is helping transportation to bring in more visibility?**

Visibility is the key to survival in the transportation industry. Transportation by its design is a highly distributed operation.

Events in one corner of the country have a ripple effect across the entire network. For example, when there is a lockdown in Karnataka – the movement of car parts from Noida, Pune, Chennai, and Ludhiana gets affected. WebXpress offers Cloud-based technology solutions to ensure all transactions from pickup to transshipment to delivery are visible. WebXpress monitors all vehicle and cargo movement in real-time and alerts a Control Tower team in case of any delays, hold-ups, or route deviations. WebXpress is also connected to external systems such as e-way Bill, Fastag, and Fuel Cards to ensure compliance and control costs.

WebXpress has a supply chain visibility platform called 'LogiCloud' that connects over 150 transporters systems to provide visibility to large manufacturing and retail companies such as Thermo Fisher, Aditya Birla Fashion, Bestseller, and Dr. Lal Pathlabs, among others.

While serving some of India's top-notch logistics companies, WebXpress is equally focussed on providing technology to small and medium logistics enterprises. WebXpress firmly believes in the democratisation of technology. India's effort to reduce the cost of logistics from 14% of GDP to 9% can be realised only when a critical mass of logistics companies adopts digital technology.



Softlink Global

# Making supply chain technology savvy

Freight forwarders and customs brokers who were earlier averse to invest in technology realised the need for digital transformation and the requirement to run their business from anywhere using integrated Cloud ERP software like Logi-Sys. **Amit Maheshwari**, CEO & MD, Softlink Global shares the details.



**Amit Maheshwari**  
CEO & MD, Softlink Global and  
India Cargo Awards Winner 2019

**T**he pandemic not only pushed the global supply chains and the logistics companies to be resilient, but for the freight forwarders and customs brokers too it was time to rework processes and business models. The first step towards building resilience in their business was to create KPIs like agility, visibility, collaboration, transparency, and contingency planning. At this point, well-designed ERPs like Logi-Sys came to their rescue. **Amit Maheshwari**, CEO & MD, Softlink Global, explains, "When the world was shut down, logistics service providers who had already implemented Cloud ERP software, Logi-Sys, continued to manage their end-to-end operations accurately and efficiently."

The COVID-19 crisis reinforced the need for a digital transformation to

rapidly shift to more digital and remote ways of working, collaborating, controlling, managing operations, and so forth. The freight forwarders have understood the importance of digital collaboration to help them run their business from anywhere using integrated Cloud ERP software like Logi-Sys. Digital collaboration is required to integrate and bring all the available data across ports, customs, carriers, shippers, consignees, warehouses, and other stakeholders to eliminate redundancy."

It is not only the freight forwarders and the logistics service providers who are realising the need of digitisation, shippers too are pushing hard for the same. Adds Maheshwari, "Shippers are increasingly creating pressure on their logistics service providers to

reduce turnaround time and provide transparency. Freight forwarders and customer brokers have no choice but to explore ways to increase operational efficiency to reduce the turnaround time and provide real-time visibility to give a better customer experience to retain their consumers."

The pandemic made shippers realise how important it is that their freight forwarders and customs brokers are technologically upgraded. Shippers learned the hard way that the logistics service providers are critical for creating supply chains that are resilient, agile, optimised, and future-ready. Using the right technology became more and more a 'must' for freight forwarders and customs brokers to remain relevant and meet their customers' ever-changing expectations."

**When the world was shut down, logistics service providers who had already implemented Cloud ERP software, Logi-Sys, continued to manage their end-to-end operations accurately and efficiently**

## TURNAROUND TIME

➔ Shippers are increasingly creating pressure on their logistics service providers to reduce turnaround time and provide transparency. Freight forwarders and customer brokers have no choice but to explore ways to increase operational efficiency to reduce the turnaround time and provide real-time visibility.

# Recovering in turbulent times

Showing signs of an upward trend since the pandemic hit in April 2020, the recovery of air cargo industry in India depends on how fast airlines can grow their freighter fleets, as well as the usage of passenger-freighters. Amitabh Khosla, Country Director – India, International Air Transport Association (IATA) shares details with **CARGOTALK**.



**Amitabh Khosla**  
Country Director – India, International Air Transport Association (IATA)



Priyanshi Bana

## How is the air cargo sector faring in India?

The total freight volumes carried by air in India had been on a strong upward trend. Freight tonnes grew by 5.7 per cent on average each year between 2013 and 2019. But there was a five per cent fall in volumes in 2019 compared to 2018, which was due to an economic slowdown in India and the impact of global trade wars that year.

In 2020, due to the impact of the pandemic, freight tonnes carried by air in India declined by 35 per cent year-on-year. The lowest point was reached in April 2020, due to the

particularly strict lockdown in place in India at that time. The freight tonnes carried in April 2020 were down 62.4 per cent versus April 2019.

Since then, there has been a broad upward trend in traffic, despite a period of weakness around December 2020 and January 2021. In April 2021, freight tonnes were 12 per cent below April 2019 levels, whereas March 2021 had been 16 per cent below March 2019.

## What has been the impact of COVID's second wave on the international air cargo?

The April 2021 freight tonnes data suggests that the second wave of COVID-19 in India did not have a marked effect on air cargo. While this will need to be confirmed by the data for May, this is consistent with a trend we have seen at the global level. Air

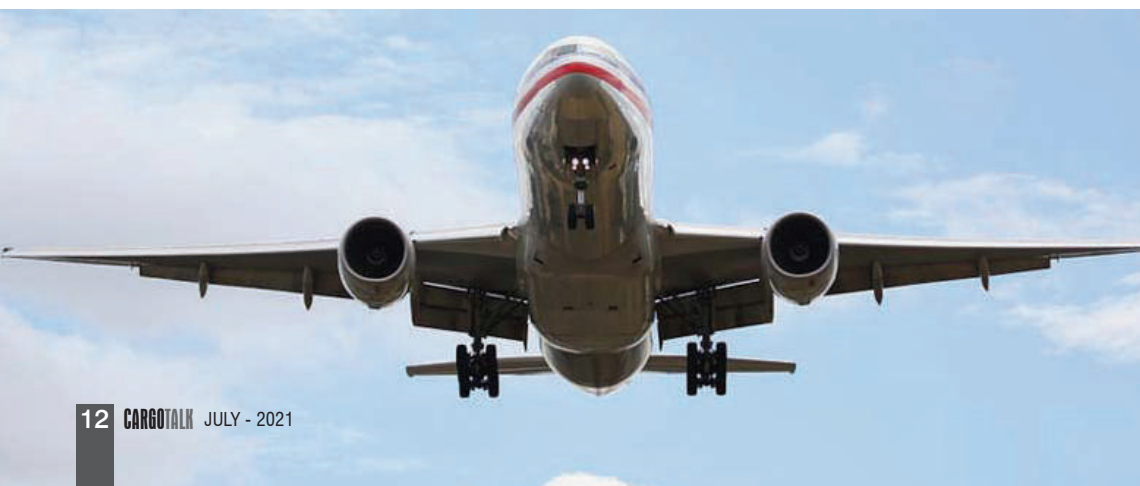
cargo volumes have generally been trending consistently higher since the initial hit from the crisis in April 2020, irrespective of the renewed outbreaks that have impacted air passenger traffic. One of the main reasons for this is that businesses and individuals have learned to remain productive during lockdowns, unlike during the first phase of the pandemic. Moreover, lockdowns and restrictions have generally been more limited. There has also been significant demand for manufactured goods by household consumers, which has supported a V-shaped recovery in manufacturing activity and air cargo.

## Are global policies required to continue this growth?

Maintaining the strong recovery in air cargo will depend on several factors. The pace of the vaccination will influence whether governments would impose control measures that could restrict economic activity. On the positive side, historical patterns show that air cargo tends to perform well at the start of economic upturns, because businesses need to turn to air freight to rapidly restock inventories as sales rise.

On the policy side, air cargo growth in India will depend on investments into manufacturing, as well as the structure

 **We think that international passenger traffic to/from India will return to 2019 levels in 2024 – and a similar date at the global level – so it is likely that passenger hold cargo capacity will take some time to fully recover** 





of supply chains. The pandemic has shown the vulnerability of global supply chains and the possibility that production will be moved to different regions, or places that are closer to the final consumer.

**On capacity reaching pre-COVID levels are airlines investing more on the dedicated freighters?**

The recovery will also depend on the return of air cargo capacity. While the lack of capacity has created high yields, which are supportive for some airlines, it causes headwinds to volumes carried. We think that international passenger traffic to/from India will return to 2019 levels in 2024 –



and a similar date at the global level – so it is likely that passenger hold cargo capacity will take some time to fully recover.

In April 2021, global international dedicated freighter capacity was roughly 25 per cent above pre-crisis levels from April 2019. But passenger aircraft capacity – which includes passenger-freighters – was down close to 40 per cent in the same time

interval. The timing of the recovery will depend on how fast airlines can grow their freighter fleets, as well as on the usage of passenger-freighters. Airlines have increased the utilisation of freighters or converted existing passenger aircraft to cargo aircraft, the so-called 'preighters'. However, they are expensive to operate, and airlines may reconsider whether to use them when air cargo rates decline. ✈️

## AVIATION TALK

# Cargo operations play a pivotal role

**W**ith the impact of COVID-19 that continues to wither businesses and industries across, especially the aviation industry, cargo operations played a pivotal role amidst the crisis. From transporting food and necessities to flying medical aid across countries, it has served more than one purpose of bringing nations together.

According to IATA's air cargo market analysis, in January 2021, air cargo volumes rose sharply and reached levels last seen before the pandemic started, making it one of the most promising sectors today. The aviation industry has

always been a synonym to agility and resilience and will continue to be so.

As an airline that never stopped flying, Qatar Airways, through its freighter and passenger fleet contributed to the greater good. Globally, the cargo carrier helped transport more than 500,000 tonnes of medical supplies and PPE to impacted regions during the pandemic. Additionally, Qatar Airways Cargo is also working closely with UNICEF, as part of a five-year MoU, to help prioritise the transport of vaccines, medicines, medical devices and critical supplies



utilising the airline's extensive global network and capacity. Until date, the airline has flown close to 30 million COVID-19 vaccines to more than 36 countries.

A united team effort was seen in the logistics supply chain across Europe, Asia, and the US, as 300 tonnes of oxygen supplies and other essential

medical items, were flown to Mumbai, Delhi, and Bengaluru for free, along with another 300 tonnes of British government donated goods.

To support various businesses and ensure global trade continued during the pandemic, the carrier also introduced mini freighters and passenger freighters to several destinations in India.

✈️ **Qatar Airways Cargo is also working closely with UNICEF, as part of a five-year MoU, to help prioritise the transport of vaccines, medicines, medical devices and critical supplies utilising the airline's extensive global network and capacity** ✈️

# E-commerce: Backbone of the retail

With the pandemic revolutionising the work from home culture and e-commerce becoming the lifeline for retail, the buying behaviour has completely shifted towards online. **Mradul Khandelwal**, Co-Founder, LogiNext, talks about changing trends which have led to an exponential rise in demand for big and bulky goods via online channels.



Priyanshi Bana



**Mradul Khandelwal**  
Co-Founder  
LogiNext

**Q** Kindly elaborate on the exponential rise in bulky goods demand since January 2021.

A rise in sales of big and bulky goods is something we have been seeing across the globe. Working with several e-commerce and retail firms to help them in digitising and automating last-mile deliveries, the LogiNext platform has played a pivotal role in helping firms deliver more efficiently.

Growth in e-commerce is no new trend but there was a certain resistance against big and bulky goods which now seems to be changing. The work from home revolution has also led to this

exponential rise where many workers have arranged WFH setups.

**Q** Apart from the pandemic, are there other reasons attributed to the rise?

The entire behaviour shift is a major reason why this is possible as well. People are now comfortable booking test rides and buying cars online and also the fact that companies have smooth return and exchange policies is something that has contributed to this rise. e-commerce firms are also investing heavily in automation throughout the supply chain, from picking and packing systems to route optimisation software which brings in a lot of efficiency and makes shipping more viable. Going forward, companies may not have to invest as heavily in showrooms at prime locations but their storefront on the web would be the most priced customer facing touch point.

**Q** With phased un-lockdowns, do you think the demand for such goods will remain either ways?

We've crossed the spike in terms of home furniture, but demand will be higher than earlier levels because a lot of people will be maintaining a WFH office as well. Work environments will be more flexible and this has been the major driver of this trend.

**Working with several e-commerce and retail firms to help them in digitising and automating last-mile deliveries, the LogiNext platform has played a pivotal role in helping firms deliver more efficiently**

**Q** Has the demand been uniform pan-India?

There has been a 70:30 ratio in favour of metros but demand from Tier-1 and 2 cities has also increased considering many people have decided to work from their hometowns.

**Q** E-commerce and e-retail have been a major contributor in fulfilling such demands. What is your take on this?

Absolutely, e-commerce has been the lifeline for retail since buying behaviour has completely shifted towards online. This entire trend of rise in demand for big and bulky goods via online channels is an indicator of this trend. And we see this trend to continue going forward as well.

Growth of e-commerce has accelerated by 5-10 years due to the pandemic and this consumer behaviour shift is here to stay.





# Enhancing efficiency

**J**awaharlal Nehru Port Trust (JNPT), India's premier container port in a major technological push and with a vision to enhance the port's efficacy, inaugurated 2 Mobile X-ray Scanners at NSICT & APMT. Three Mobile Container Scanners one each for the three Terminals of JNPT viz. JNPCT, DP World and APMT were procured through IPA and installed by Port at the total project cost of 101 Crores. Out of these three scanners, one Scanner was rolled out for operation on 30.03.2021. In addition to this, Port is also installing one Drive through Container Scanner for BMCTPL at the total cost of ₹46.25 Crores. Presently 75% work for this project

is completed and same is expected to be operational by March, 2022. Increasing efficiency at the Port, the new Mobile Container Scanner will scan up to 20 containers per hour, thereby helping the EXIM community move their goods faster. These mobile scanners will also help inspect the containers inside the Terminal premises, giving the security agencies an advantage to take appropriate action before the container is allowed to exit.

This facility will benefit trade, as DPD containers can be allowed directly from the Port after examining the same with the help of new mobile scanners. The scanning process will also be faster, ultimately saving time



and cost for all the stakeholders. JNPT Chairman, **Sanjay Sethi**, said, "The newly inaugurated mobile x-ray scanner facility will help scan the containers inside the terminal premises; thus, security agencies will have the advantage

of taking appropriate action before the container is allowed to exit. These scanners will help enhance our efficiency and considerably reduce import dwell time due to independent scanning facilities for each Terminal."



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# Prioritising essentials delivery

To prioritise 'delivery timelines' with reduced driver fleet, last-mile logistics companies faced an uphill task arising due to the second surge of lockdown challenges. **Prasad Sreeram**, Founder & CEO, Cogos shares his experience with **CARGOTALK** on the same.



**Prasad Sreeram**  
Founder & CEO, Cogos



Priyanshi Bana

**Q** How difficult was it to prioritise 'delivery timelines' during the second surge of lockdowns?

Prioritising 'delivery timelines' during the second surge of lockdowns was a task but we can say that we have been able to manage it quite well with our existing fleet. Initially it was a task, but we prioritised the delivery of essential items because that was necessary. At Cogos, we have adopted technology every now and then, thus initiating a contactless delivery was not a challenge with our AI-enabled platform.

**Q** What challenges were faced in the 'last-mile delivery' during the lockdown?

Presently, we are all facing

uncertainties which have arisen due to the pandemic and we are facing challenges like:

- Segregation or separation of goods under essentials and non-essentials categories from the customer end
- Getting the required 'E pass' for the movement
- Supply of drivers as many of them have moved to their villages/hometowns and are waiting for the lockdown to ease to move back to the working location.
- Brutal actions at times – enforcement agencies while enforcing lockdown are using force on drivers/ partners.

**Q** With a reduced fleet of drivers, how was the response time for delivery met?

Initially we faced a lot of issues with the reduced driver fleet because they were affected by COVID. But we knew that this had to be managed since the rise in demand for essential services couldn't be ignored. We decided to ramp up our fleet with any family member of the affected driver who could fill in for the service so that


the delivery is met, and the income flow is maintained as well within the driver's family. Our driver partners have emerged like real heroes during the second wave.

**Q** What steps were taken in overcoming such difficulties in order to run the operations smoothly?

With the use of technology we are helping our drivers/ partners deliver smoothly and on time. Our technology helps drivers with scheduling and order management, sorting out the routes, tracking the vehicles, and recording the distance covered and the route taken.


**Q** Has the adoption of the latest technology been a saviour?

Definitely, technology plays a very important role for every sector and especially in the second wave managing things with the ease of tech has been very helpful. We strive to keep improving and adding to our offering to help the entire ecosystem.

Technology enables us to do a background check of every driver; have a powerful scheduling and order management system; and provide real-time and seamless monitoring. Also, our invoicing is completely automated, and our customers and partners can now book, schedule or assign a trip by just using their phones. 

 **With the use of technology we are helping our drivers/ partners deliver smoothly and on time. Our technology helps drivers with scheduling and order management, sorting out the routes, tracking the vehicles, and recording the distance covered and the route taken** 

## CONTACTLESS DELIVERY

-  At Cogos, we have adopted technology every now and then, thus initiating a contactless delivery was not a challenge with our AI-enabled platform.



# Kale Logistics Solutions to develop next-generation community e-commerce platform in Dubai

Providing an e-commerce platform to act as a single window for the regulatory bodies, dnata, airlines etc. to transact and share information, the new system will see Dubai using a common platform connecting both air and ocean logistics. **Amar More**, CEO, Kale Logistics Solutions shares the details.

**K**ale Logistics Solutions, a global IT solution partner for major logistics companies across the world, has been chosen by dnata, to develop the next-generation Airport Cargo Community e-commerce platform in Dubai. dnata has been a pioneer in running one of the most comprehensive Airport Cargo Community e-commerce platform under the brand name of CALOGI, way ahead of its times in the first decade of this millennium. dnata has currently envisioned creating the next-generation community platform that would cater to the cargo community's current and future needs and have the capability to support innovative services like sea-air corridor, third-party services and many more to accommodate end-to-end supply chain needs.

**Amar More**, CEO, Kale Logistics Solutions says, "The Dubai Logistics



Community will experience an all-new level of performance post implementing the new community platform developed by Kale Logistics Solutions. The new technology that will be introduced will ensure the user new experience and speed of operations going up by few notches. DP World and Emirates launched sea-air products earlier this year to connect Jebel Ali and Emirates SkyCargo. What is unique with the new system is the air-sea logistics integration, where Dubai will see a common platform that will connect both air and ocean logistics. Usually 40% of cargo moves between sea and air. With the sea-air corridor, the entire supply chain will be more coordinated with complete transparency.

This new system will act as a single window where regulatory bodies, dnata, airlines and other supply chain actors can transact and share information.

The three product offerings, which include the transfer of containers from port to airport in less than three hours, as well as bespoke solutions and customs documentation, would benefit from a new-gen integrated platform. This Cloud-based system which can be scaled up will reduce paper and bring down the cost of operations further.

Kale also offers Enterprise Business Automation Solutions to the supply chain stakeholders, an integration of community platforms and enterprise systems will empower the Dubai Logistics Community on operations synchronisation, data harmonisation, transparency, efficiency and technology upgrade."



**Amar More**  
CEO, Kale Logistics Solutions  
and India Cargo Awards winner 2019

**What is unique with the new system is the air-sea logistics integration, where Dubai will see a common platform that will connect both air and ocean logistics**



## NEW EXPERIENCE

The Dubai Logistics Community will experience an all-new level of performance post implementing the new community platform developed by Kale Logistics Solutions. The new technology that will be introduced will ensure the user new experience and speed of operations going up by few notches.



# Creating a job-ready workforce

The logistics industry today is completely tech-driven and infused with generous innovations every day. Sanjay Tiwari, Co-Founder, 21CC Education explains how 21CC's last-mile training on a mLearning platform makes the employees productive faster, allowing them to hit the ground running.





Priyanshi Bana

## How has pandemic created the need for upskilling the blue-collar workforce?

The pandemic had already caused a lot of companies and work processes to go digital. Suddenly along with advancement in technology, changes in processes also required the blue-collar employees to develop new efficiencies and skill sets. The deadlier second wave stirred fear among migrant workers causing many to return to their native places. This time India's villages were also hit hard causing many rural areas to go under lockdown. The resultant labour shortage has stalled operations and impacted manufacturing, creating an urgency to create a job-ready blue-collar workforce.



**Sanjay Tiwari**  
Co-Founder  
21CC Education

 **The methods of gamified content, audio/visual course material and virtual reality elements allows users with even language and literacy barriers to easily understand complex concepts. The immersive experience gives them the feel of a day on the job** 

## Kindly elaborate on a platform which places an emphasis on upskilling and reskilling workforce.

Companies in capital-intensive industries such as e-commerce, airlines, shipping, trucking and warehouses struggle to get skilled people in the door who know what to do, how to do it and why it matters. Scalable solutions, designed especially to meet the needs of the blue-collar workers are the need of the hour. Why a mobile-first training platform (mLearning) for this sector works is owing to the increased outreach of


smartphones. Add to that the ability to quickly scale solutions to address the unique challenges this sector faces like; job discovery, job-ready skilling, elimination of middlemen, and gamified content to drive retention.

The pace at which logistics is growing requires all hands-on deck and taking the blue-collar workers out of circulation for a day of training is not possible. Last-mile training on a mLearning platform makes the employees productive faster, allowing them to hit the ground running. The growing logistics sector is in dire need of skilled talent which holds the industry back. India needs skilled labour to build globally competitive supply chains. The sector is witnessing a surge with mega-infrastructure projects, investments and supportive regulatory policies. The need of the hour becomes to match the quality of skills with this growth. We train personnel in logistic functions like warehousing, supply chain, freight forwarding, container yard management – building efficiency, interest as well as a deeper understanding of the sector.

## How do you plan to help businesses accelerate their profitability with a future-ready workforce?

The skilled labour shortage is a pain point for most businesses today slowing their growth, impacting quality, and resulting in losses. 21CC Education's training modules are industry relevant and delivered through an easy access app. The methods of gamified content, audio/visual course material and virtual reality elements allows users with even language and literacy barriers to easily understand complex concepts. The immersive experience gives them the feel of a day on the job, taking decisions and risks in a fail-safe environment.

This makes them job-ready by understanding everyday scenarios and helping them build on-the-job like skills that employers need. The app's ability to connect the user's new-found skills to relevant job openings also brings the appropriately skilled employee to the interview stage, further benefiting businesses by matching the right man with the right job and lowering turnover.

We have also partnered with NSDC to increase outreach to freshers in order to provide them with the latest skill-based training. We have partnered with big players in the industry providing training to all their employees and creating measurable impact. 





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- ✓ Carting & Stuffing done in Covered Area.
- ✓ Ideal Location for Exporters/CHAs/Freight Forwarders.
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- ✓ Unique Temperature Controlled Pharmaceuticals product handling capabilities in the CFS.
- ✓ Wi-Fi Enable CFS.



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# Offering a crucial support system

With developing cold storage solutions 'Conticool' and other warehousing infrastructures to expand the capacity to handle multimodal shipments, **Vipin Vohra**, Chairman, Continental Carriers delves into the details of streamlining warehouses by implementing warehouse management systems.



Priyanshi Bana

## Do tell us about the services offered by your company?

There was an unexpected surge in the demand for oxygen, oxygen concentrators, medical devices and equipment during this pandemic. Continental Carriers worked as a crucial support system to fulfill these demands in the fight against COVID-19. From transporting PPE kits, oxymeters, oxygen concentrators to bringing in charters carrying oxygen tanks and raw material for oxygen, Continental has always been there to provide consistent services. Continental, also, worked with a sense of purpose and provided FOC services for more than a month while working with Moolchand Hospital to ferry oxygen in the most critical period of the pandemic. Also, we supported Ireland's efforts of helping Hope Foundation by bringing in 130 pallets of PPE kits FOC to India.



**Vipin Vohra**  
Chairman, Continental Carriers and  
Gallery of Legends (India Cargo Awards) 2015



## What were the challenges faced while undertaking this task?

The major challenge was to deliver shipments on time with a shortage of drivers. Another challenge was to ensure that packages reach their customers safely, without any contact so as to restrict the spread of the virus while taking care of the safety of staff. Innovative solutions towards better warehouse management have become the need of the hour, due to the sudden rise in e-commerce demand.

## What is your take on technology as an enabler?

Technology has played a vital role during this time. It has been apparent all through the pandemic that supply chain companies who implemented digital transformation were more equipped to combat the pandemic. With technology and digital tools in place one could always better manage shipments with end-to-end visibility. Technology certainly makes supply chain management more integrated, convenient and controllable.


## What are the plans and initiatives for the year 2021?

Continental has already invested in cold storage solutions 'Conticool' and further plans to invest more in cold storage and other warehousing infrastructure to expand the capacity to handle

 **Air freight stations is the only way forward in such a crucial time, this not only will make cargo operations easy but also help to reduce costs involved in air cargo operations** 

multimodal transshipments. We are in the process of streamlining warehouses by implementing warehouse management systems.

## Any expectations from the government?

Government agencies related to shipment management were proactive throughout as all medical related shipments were cleared on priority basis at airports. This led to an extra pressure on terminal operations as they struggled to cope with the increased supply demand without increasing the workforce. Air freight stations (AFS) can provide relief to airport operators in such crisis and otherwise also. There is an urgent need for the government to solve all hurdles related to AFS being operational. AFS is the only way forward in such a crucial time, this not only will make cargo operations easy but also help to reduce costs involved in air cargo operations. 



# Challenges in maritime trade

There is an urgent need for the stakeholders to develop a collaboration in the global maritime trade so that adverse developments like container shortage and freight rate hike can be avoided in future. **Deepal Shah**, Chief Financial Officer, Allcargo Logistics shares his opinion.

**T**he blockage of the Suez Canal by Ever Given megaship in March this year unexpected disruptions in the global seaborne trade at a time when the global economy is recovering from the pandemic-induced economic crisis. The incident spurred fresh hike in the container freight rates as shipping lines were forced to take a longer route around Africa to bypass the Suez Canal logjam. Although the maritime traffic congestion in the Suez Canal – the direct shipping route between Europe and Asia – has been cleared subsequently, it has aggravated the container shortage apart from jacking up freight rates further.

The Suez Canal episode has brought to the fore the freight rate hike and container shortage issues which the global maritime trade has been battling with throughout the pandemic phase as a consequence of trade imbalance and altered trade designs. There are multiple reasons which have led to the demand and supply mismatch in container movement. Due to blank sailings, repositioning of the empty containers couldn't be properly managed by the ports. The process of unloading of the containers and returning of

the empty ones to the port was also delayed due to manpower shortage, capacity constraints in transportations etc. Decrease in FCL shipping also contributed to the capacity crunch.

Suez Canal blockage not only amplified the challenges the maritime trade is facing but also reiterated the dependence of the global trade in shipping and the decisive impact of the shipping rates on the trade costs. As per the data available with United Nations Conference on Trade and Development (UNCTAD), this year the freight rates from China to South America had increased by a whopping 443% because of the unavailability of containers. UNCTAD has also predicted that the container freight rates are expected to remain on the higher side. The traders, especially in the developing countries, are not in a position to absorb the increased rate and will eventually pass the additional cost on to their clients.

The policymakers of our country should take note of the inflationary impact of the freight rate hike on the logistics trade and closely monitor the related developments and formulate policy measures to control the freight rates and



facilitate better capacity utilisation. The prevailing challenges in the maritime trade underline the importance of accelerating technology integration in the operational framework to make the supply chain more resilient and efficient in handling unforeseeable challenges. More importantly, there is an urgent need to develop a collaboration framework among all the stakeholders in the global maritime trade so that adverse developments like container shortage and freight rate hike can be avoided in future. The container shortage and its adverse impact on maritime transport should act as a wakeup call for the concerned stakeholders to beef up tracing and port call mechanisms. In a developing country like ours which is battling the second pandemic wave, higher freight rates could slow down the economic recovery process significantly, as businesses don't have the required bandwidth to absorb the inflated logistics overheads.



**Deepal Shah**  
Chief Financial Officer  
Allcargo Logistics

**As per the data available with United Nations Conference on Trade and Development (UNCTAD), this year the freight rates from China to South America had increased by a whopping 443% because of the unavailability of containers**

*(The views expressed are solely of the author. The publication may or may not subscribe to the same.)*

# Seeking visibility in logistics operations

Disrupting terminal operations, port congestion are adding to the complexities for shippers. Sailing through unprecedented times with the extraordinary trade environment are reasons enough to seek more visibility into logistics operations. **Huseni Vohra**, Director, Business Development, APAC, project44 shares the details.



CT Bureau



**Huseni Vohra**  
Director, Business Development, APAC  
project44

**G**lobal logistics networks have been in a state of flux, thanks to an unexpected surge in global consumption demand even in the wake of a crippling pandemic. Over this year, while ports and intermodal hubs were operating at less than capacity due to mandated social distancing measures, demand for freight capacity continued to increase. The resulting supply-demand nightmare led freight prices across all major trade lanes to shoot up considerably. The FBX global container freight index highlights the price surge. While freight prices in the China-N. America trade lanes have nearly doubled in the last year, the China-Europe trade lane has more than quadrupled in this period. High freight prices, unavailability of freight containers, and stifled operational

capacity at port terminals caused friction within the maritime network, leading vessels to queue across major ports as they struggled to find space at the dock.

Aside from disrupting terminal operations, port congestion is a frustrating predicament for both carriers and shippers. The delay in vessels berthing would mean thousands of containers are stuck on-board with no possibility of being released to the shipper. Longer dwell times pressurise the already-strained freight capacity availability, increasing freight prices further. Port congestion causes shipping lines to omit crowded ports, straining other ports and lengthening delays. Delays cause the cargo lead times to run much later than scheduled, creating complexities for shippers to provide an estimated time of arrival (ETA) to their downstream clients. The extraordinary trade environment we witness today is reason enough to seek more visibility into logistics operations.

Volatility in the supply-demand equation and inconsistencies with freight schedule reliability has brought the need for visibility into greater relevance. For a shipper or a manufacturer, having end-to-end visibility into their supply chains would ultimately help optimise operations. For

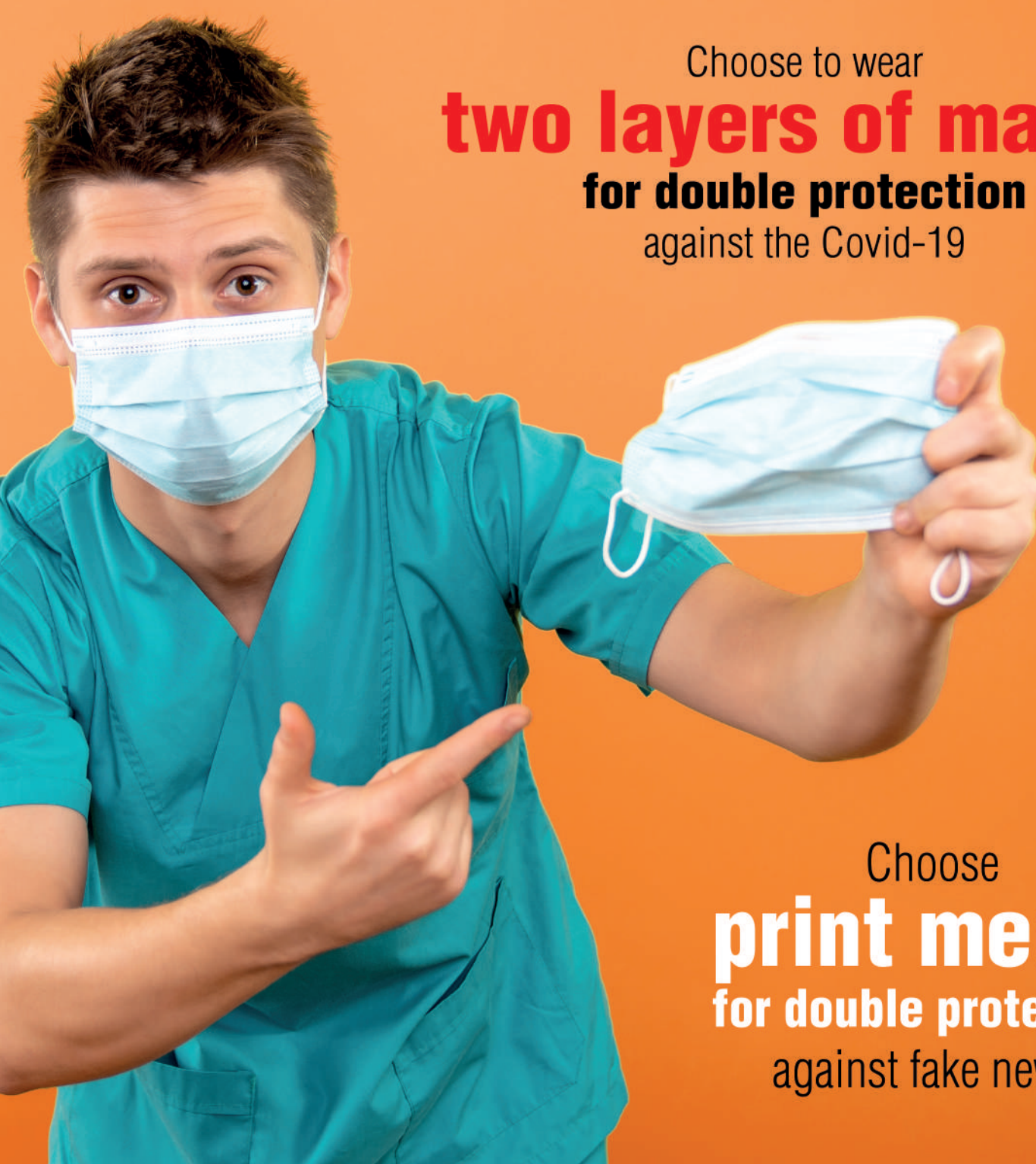
**Businesses with improved visibility can forecast consumption patterns better. In essence visibility is the lynchpin that can future-proof companies exposed to the freight economy, helping them stay afloat in a highly volatile market**

starters, real-time shipment tracking is a capability that is a must-have today, helping shippers monitor freight movement. project44 enables its clients to have a consolidated view of all their shipments, allowing them to keep track of maritime hiccups, including schedule changes, shipping routes, and carrier selections. Aside from providing visibility, the data streams arising from logistics operations can also be leveraged for analytics-based insights that throw up actionable information that improves efficiency.

Businesses with improved visibility can forecast consumption patterns better, allowing them to plan and contract freight capacity in advance. In essence visibility is the lynchpin that can future-proof companies exposed to the freight economy, helping them stay afloat in a highly volatile market.







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# Sailing through the second surge

Sailing through troubled waters for some time now, the shipping industry is continuously evolving and adapting to meet the needs of the commercial marketplace. Affected by global trends and latest advances in technology, materials and fuels, the industry is fast pacing itself to remain competitive and cost-effective. **CARGOTALK** delves into the changes and developments taking place in the industry.



Priyanshi Bana

**W**itnessing one of the most turbulent times, the Indian shipping industry has been facing rough weather for quite some time now. The second wave of the deadly coronavirus pandemic became a major disruptor for the shipping and logistics industry at several ports globally, followed by the two cyclones, Tauktae and Yaas, adding to the already existing turmoil. The tragedy of COVID infections and deaths in India hit the shipping industry, global supply chains and, commerce and business alike. Explaining the double whammy caused due to the second surge and the cyclones on the shipping industry, **Sankar Narayanan**, Manager, Shipping Services, GAC India, says, "The ongoing second wave

of COVID-19 has posed a serious challenge to crew changes, especially for Indian seafarers. The shipping sector has withstood and responded well to the economic challenges caused by the pandemic. However, the banning of vessels that have carried out crew changes in India has clearly put Indian seafarers at a disadvantage. Indian crew who are onboard vessels have been advised to extend their contracts or delay sign-off, leaving our seafarers in a precarious position, unable to return home. This has resulted in crew fatigue and related challenges. Disruption in the vessels' (machinery) maintenance schedules has been cited as another important challenge. As a result of travel restrictions, vessel owners are forced to

delay maintenance as their specialised engineers and superintendents are unable to access ships for inspections, routine maintenance, survey by classifications societies etc. Indian ports have been operating normally despite the second wave; no serious disruptions have been reported at any of the ports."

He further adds, "Port operations were disrupted by landfalls caused by the two cyclones. Cyclone Tauktae affected operations at almost all ports along the west coast, including New Mangalore, Mumbai, Nhava Sheva, Kandla, Mundra etc. Vessels were moved out of almost all ports for safety reasons, although infrastructure remained intact. Cyclone Yass, which hit the east coast of India

## FACTFILE

➔ Cyclone Tauktae affected operations at almost all ports along the west coast, including New Mangalore, Mumbai, Nhava Sheva, Kandla, Mundra etc.

➔ Cyclone Yass, which hit the east coast of India, caused the ports of Paradip, Dhamra and Kolkata (Haldia) to stop all cargo operations.





**Sankar Narayanan**  
Manager, Shipping Services  
GAC India

🔴 Indian crew who are onboard vessels have been advised to extend their contracts or delay sign-off, leaving our seafarers in a precarious position, unable to return home. This has resulted in crew fatigue and related challenges 🔴



**Prashant N Popat**  
Director  
Velji Dosabhai & Sons

🔴 The biggest challenge was to manage the movement and transport of merchandise to concerned locations especially the essential and medical cargo in the face of shortage of manpower and ideal working conditions 🔴



**Sasi Nair**  
Senior Area General Manager – North India  
CMA CGM India

🔴 The CMA CGM Group deployed one CMA CGM Air Cargo aircraft to carry eight oxygen production units and 28 ventilators from Paris to Delhi. The Group also carried out the road transportation for all medical equipment 🔴

towards then, caused the ports of Paradip, Dhamra and Kolkata (Haldia) to stop all cargo operations and vessels were moved out to safe anchorage as a precaution. Infrastructure was also damaged which resulted in delayed restoration of normalcy and operations at these ports."

Expounding further on effects of the two calamities, **Prashant N Popat**, Director, Velji Dosabhai & Sons, says, "The biggest challenge was to manage the movement and transport of merchandise to concerned locations especially the essential and medical cargo in the face of shortage of manpower and ideal working conditions. The second wave hit the trade at large much harder which had just about started to limp back towards normalcy after the first wave and lockdown restrictions thereof. Further restrictions imposed with regards to workforce movement forced them to return to their native places due to resultant survival fears

and economic insecurities, thus impacting manufacturing activities all the way to the last-mile distributions of merchandise.

If this wasn't enough, Cyclone Tauktae severely impacted port activities as the ports had to remain closed for days together. This ultimately resulted in lot of operational chaos and added delays and costs to the already under pressure industry. It added to the existing backlog and also the congestion at the ports for a few days as its after-effect. It has been quite a task for the industry to tackle and manage the above-mentioned-calamities and has raised many questions on how to manage such contingencies if any were to come up in a more comprehensive way."

Not only this, shipping industry faced the daunting task during the peak oxygen medical exigency times too. There were some who were busy managing transporting oxygen

concentrators or cylinders, on the other hand shipping faced the worst container shortage during this time. Explains **Sasi Nair**, Senior Area General Manager – North India, CMA CGM India, "The CMA CGM Group focused on offering alternate options, and on bringing more empty containers into the country so as to balance the container shortage situation. In May, the CMA CGM





**Amit Tandon**  
Managing Director, Asia Shipping and  
India Cargo Awards winner 2016

✶ **The shipping industry in India kept pace with the rise in exports and was able to successfully keep its head above water. There were no significant hold ups in movement of export shipments from India** ✶



**V. Raju**  
Sr. Vice President  
CL – Chemical, Pharma & Food Sector  
Awashya CCI 3 PL Logistics

✶ **In a major push for the nation to become 'Atmanirbhar' in meeting its burgeoning needs for containers, the government has already set up pilot projects in Bhavnagar, Gujarat, and has selected 10 places for the job** ✶

Group mobilised its shipping, logistics and air transportation expertise in an unparalleled humanitarian operation, as part of the CMA CGM Foundation's long-term partnership with the French Ministry for Europe and Foreign Affairs' Crisis and Support Centre. Through its air freight division, CMA CGM Air Cargo, as part of the French solidarity operation with India, the CMA CGM Group deployed one CMA CGM Air Cargo aircraft to carry eight oxygen production units and 28 ventilators from Paris to Delhi. The CMA CGM Group also carried out the road transportation for all medical equipment grouped together at a storage site for loading onto the plane, thanks to the teams from CEVA Logistics, the CMA CGM Group's logistics subsidiary."

Globally too, shipping industry faced an unprecedented turmoil as crew shortages rocked the industry as India reeled under the second wave of the pandemic. Countries around the world



had put crew changes on hold in India and had stopped employing people with recent travel history to India. Not just that, ports turned away Indian crews due to the fear of spread of disease and vaccines delays.

Despite facing challenges of crew shortage, freight rate hike etc, India's export sector grew tremendously. From exporting raw materials, gems and jewellery, handicrafts and other products showed an upward trend during the second wave too. Says **Amit Tandon**, Managing Director, Asia Shipping, "Exports from India have been on the rise inspite of the international freight rates not showing a decline. The space with the shipping lines has been a constraint. However, shipping industry in India kept pace with the rise in exports and was able to successfully keep its head above water. There were no significant hold ups in movement of export shipments from India, although shipping costs have not yet shown a decline."

Explaining the rise in exports sector, Narayanan adds, "Repeated curfews and lockdowns nationwide, due to increase in the number of COVID-19 cases, had disrupted supply chains leading to a drop in exports and imports. However, there has been notable growth in sectors like engineering goods, petroleum products, textiles, garments and jewellery which kept the exports elevated. Economic revival in the US, Europe, Southeast Asia and China after the first wave also helped in the growth of outbound shipments from India.

With the resumption of world trade activities, the outlook for Indian outbound trade remains positive for the current financial year. The government is making all efforts to minimise the impact of the pandemic on trade and business and to ensure the free movement of export consignments, aiming to keep the Indian shipping trade robust and continuing."

Amidst the many problems faced by the shipping industry such as freight rate hike, container crunch etc., there has been a strong voice for making India a container manufacturing hub under 'Atmanirbhar Bharat' in order to reduce the dependability on China. Explaining the government's efforts, **V. Raju**, Sr. Vice President, CL – Chemical, Pharma & Food Sector, Awashya CCI 3 PL Logistics, says, "In a major push for the nation to become 'Atmanirbhar' in meeting its burgeoning needs for containers, the government has already set up pilot projects in Bhavnagar, Gujarat, and has selected 10 places for the job. India requires about 3.5 lakh containers every year. There is no container production in India and we depend mainly on China which is a global producer of containers. The government has taken several initiatives and engaged with re-rolling and furnace makers, to encourage them to expand and take up the manufacturing of containers. The development gains significance as there are reports of a global shortage of containers. Shipping liner associations have assured that they will purchase the containers from local manufacturers. They have assured that they will not import it once indigenous production starts.

## OUTBOUND SHIPMENTS

✶ Notable growth in sectors like engineering goods, petroleum products, textiles, garments and jewellery which kept the exports elevated. Economic revival in the US, Europe, Southeast Asia and China after the first wave also helped in the growth of outbound shipments from India.





In the last few years, share of containerised cargo in India has peaked up but in the last few months the trade is feeling the heat of container shortage in the market. While there could be several facts that resulted in the tight supply scenario, but the underline largely lies with slowdown of manufacturing industry in China and its aftermath."

Expounding further on the need of container manufacturing in India, **Sanjam Sahi Gupta**, Director, Sitara Shipping, adds, "The global container shortage highlighted the huge opportunities in domestic container manufacturing. This would help us attain self-sufficiency and boost India's containerised exports. China currently manufactures 90% of containers, however scaled up in a proper manner and manufacturing top-notch quality containers could position us as a leader and reduce our dependence on China. A lot of countries would be looking for alternatives to China and if we can match the gap. Indian shipyards could be utilised to manufacture containers. Indian steel companies are already planning to use this opportunity to enter this space and start their manufacturing.

Domestic participation and boost by the government would eventually bring down the cost of procuring containers from other countries such as China, which makes about 90% of the global shipping containers. If scaled up well and in a planned manner, India's decision to boost container manufacturing will not only reduce the shortage on major routes in and out of

India but will also lower the logistics costs within the country."

The pandemic acted as a pause button wherein every industry was forced to pause and review their efforts to adopt and adapt to new technologies – and it's been a great boon. Today, technology is the new oil to run any business. It has been helping businesses save time and unnecessary expenditures which earlier was not paid much attention to. Shipping industry was quick to adapt to the necessity. Adopting to technologies has helped the industry acquire a more visible supply chain, real time data tracking, vessel tracking systems etc. saving a lot of time and faster and efficient shipments globally. **Ravi Jakhar**, Chief Strategy Officer, Allcargo Logistics, says, "At Allcargo, we recognise technology as an essential enabler and no more a unique disruption or differentiation. We are leveraging technology for integrating digital tools with our core operational processes. This helps improve customer services and boost internal efficiencies to drive actionable business outcomes. We have our custom-built ERP operating across the globe over the years and many proprietary tools cutting across analytics, customer engagement and operations.

We lay equal emphasis on security and are also rolling out hyper converged infrastructure (HCI) to have best-in-class IT backbone. In our MTO business, we have rapidly built ECU 360 as a go to digital platform for our customers to perform a full range of tech-enabled business services across the supply chain spectrum. It provides single window services covering generation of invoices, e-bills of lading, e-delivery orders, and e-payment facilities. The platform which was built keeping customer at the centre now offers door-to-door rates from 40+ different countries with pickup and delivery options. It already accounts for a significant part of our overall bookings. In our express business our tech-enabled sales force offers a range of services to customers while establishing connects through an



**Sanjam Sahi Gupta**  
Director  
Sitara Shipping

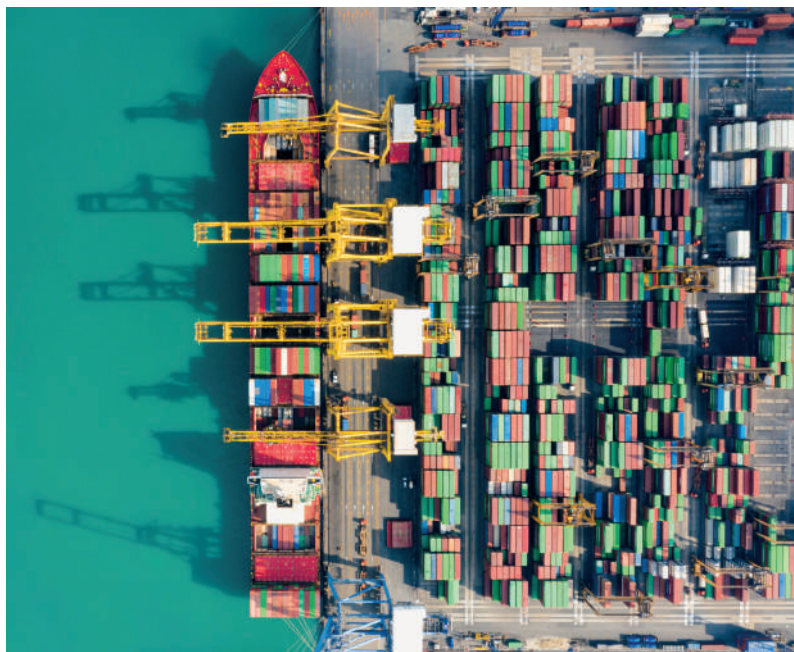


**Ravi Jakhar**  
Chief Strategy Officer  
Allcargo Logistics

🔥 **If scaled up well and in a planned manner, India's decision to boost container manufacturing will not only reduce the shortage on major routes in and out of India but will also lower the logistics costs within the country** 🔥

🔥 **We are leveraging technology for integrating digital tools with our core operational processes. This helps improve customer services and boost internal efficiencies to drive actionable business outcomes** 🔥

efficient customer portal. We see great appreciation amongst our customers who are equally excited to adopt and adapt to new technologies to drive efficiency in supply chain." 🔥



# ‘Sustainability remains a key pillar’

With onsite solar installations as well as Power Purchase Agreements (PPA) from solar and wind energy suppliers, BIAL's continuous efforts towards sustainable energy management has enabled it to accomplish energy neutral status in the Financial Year 2020-21. Talking to **CARGOTALK**, BIAL spokesperson shares the details.



Priyanshi Bana



**Do tell us about your recently achieved milestone of net energy neutral status.**

At BLR Airport, we aim to remain the flagbearer of sustainable operations. We have put in place various measures to reduce carbon footprint and protect our environment. Energy security is a very important aspect of our business as it is one of the key indicators to assess our sustainability levels. Our continuous efforts towards sustainable energy management has enabled us to accomplish energy neutral status in the Financial Year 2020-21. BIAL's energy management initiative is focused on achieving carbon neutrality through use of renewable, green and clean energy. We achieved energy neutral status since December 2020 through our

onsite solar installations as well as Power Purchase Agreements (PPA) from solar and wind energy suppliers. In an effort to become energy neutral, BLR Airport has increased the consumption using solar power to over 50 million units through on-site and off-site Power Purchase Agreements (PPA). In addition, BIAL has entered into a PPA agreement for purchase of additional 20 million units of Wind Power through Open Access from January 2020.



**What challenges were faced in accomplishing the task?**


Understanding the energy usage was the key to achieve energy neutrality. The BLR Airport's energy requirements are varying, and this was the biggest challenge in accomplishing the task.


Transitioning to energy efficient technology was a challenge as the installations had to be migrated by retrofit and refurbish actions. Being an operational airport, the work had to be carried out without disrupting operations.



**What is being done to reduce carbon footprints?**

BIAL has put in place several measures to make BLR Airport environmentally efficient. Sustainability remains a key pillar as operations at BLR Airport are conducted in responsible manner to ensure integrity of economic viability, operational excellence and conservation of natural resources. Our efforts are focused on carefully managing environmental responsibilities. The key areas of BIAL's sustainable initiatives are water management, energy management, environment management and waste management.

To ensure the water supply remains uninterrupted, BIAL has put in place measures that has not only made BLR Airport water positive but also has improved the water table around the region. The rainwater from the airport buildings and the airside is stored in large underground sump tanks of about 1.7 million litres capacity, treated and reused. 

 **In an effort to become energy neutral, BLR Airport has increased the consumption using solar power to over 50 million units through on-site and off-site Power Purchase Agreements (PPA)** 

BIAL spokesperson





# Life – saving cargo Relentlessly supplying

With a well-defined process in place for a faster turnaround of essential medical goods and transshipment movements, CSMIA has been relentlessly working to mobilise and supply essential life-saving commodities across India and the world. **Manoj Singh**, Senior Vice President & Head – Cargo, CSMIA shares the details.



CT Bureau

**T**he year 2020, the most unprecedented situation faced by the global aviation industry. In the 16 months since the outbreak of the COVID-19 pandemic, the airport and cargo community have shown resilience by standing together to meet the needs of the citizens of India as well as the global community.



During the first wave, the airport cargo community worked tirelessly to deliver essential pharmaceutical goods and equipment across borders to help the fight against the pandemic. A veteran in the transportation of vital pharmaceutical cargo, Chhatrapati Shivaji Maharaj International Airport (CSMIA) has been playing a key role in supporting the supply chain of critical life-saving cargo.

The airport has been committed to supporting the global response against the COVID-19 pandemic. Since the launch of the nation's vaccination drive, CSMIA became a major player in the distribution of the vaccines to domestic as well as international destinations. CSMIA has facilitated the export of over 180 tonnes (equivalent to 55.82 million

doses) of the COVID-19 vaccines to over 75 international destinations and distributed over 100 tonnes (equivalent to 45.45 million doses) to domestic sectors.

With the outbreak of new variants of the COVID-19 virus and the second wave sweeping across the country, the need of the hour has shifted to oxygen concentrators as well as other essential medical goods to help treat

the patients. The severity of the situation has seen numerous other nations providing immediate aid to India; CSMIA witnessed the arrival of the first consignment of COVID medical supplies in Mumbai on April 26. Since then, CSMIA has facilitated the transportation of over 830 tonnes of medical supplies from around 30 destinations across the globe into Mumbai. This consists of approximately 34,500 oxygen concentrators, 28 oxygen generators, 4,21,700 vials of Remdesivir injections, 1,13,900 vials of Tocilizumab injections, 50,000 vials of Casirivimab, face masks and face shields amongst others via scheduled and ad hoc customer airlines.

The airport has registered the arrival of essential medical supplies from around 30 countries. Upon arrival, CSMIA's dedicated COVID Task Force ensures the timely processing of these supplies for further distribution to districts in Maharashtra as well as Gujarat, Delhi, Telangana, Chhattisgarh, Punjab, Haryana, Tamil Nadu, Uttar Pradesh, Andhra Pradesh and Madhya Pradesh amongst others. Prioritising the offloading and processing of COVID relief supplies, the cargo team at CSMIA has achieved a record dwell time of 15 minutes. This marks a new milestone for the entire air cargo community in Mumbai. 🇮🇳



**Manoj Singh**  
Senior Vice President & Head –  
Cargo CSMIA and DDP Game Changer  
(India Cargo Awards) 2016

🇮🇳 **CSMIA has facilitated the export of over 180 tonnes (equivalent to 55.82 million doses) of the COVID-19 vaccines to over 75 international destinations and distributed over 100 tonnes (equivalent to 45.45 million doses) to domestic sectors** 🇮🇳

# Quick estimates for selected major commodities for May 2021

## Trade: Export

Sl. No.	Commodities	Values in Crores		% Change MAY'21
		MAY'20	MAY'21	
1	Tea	375.86	351.60	-6.45
2	Coffee	544.53	533.01	-2.12
3	Rice	5184.11	5654.74	9.08
4	Other cereals	73.09	670.58	817.47
5	Tobacco	529.90	590.69	11.47
6	Spices	2420.32	2336.16	-3.48
7	Cashew	213.39	285.83	33.95
8	Oil Meals	474.54	497.62	4.86
9	Oil seeds	596.51	536.69	-10.03
10	Fruits & Vegetables	1448.50	1303.14	-10.04
11	Cereal preparations & miscellaneous processed items	816.62	1209.30	48.09
12	Marine Products	3252.89	4207.99	29.36
13	Meat, dairy & poultry products	1067.18	2546.93	138.66
14	Iron Ore	3458.06	4209.64	21.73
15	Mica, Coal & Other Ores, Minerals including processed minerals	1666.31	2857.24	71.47
16	Leather & leather products	804.06	1986.04	147.00
17	Ceramic products & glassware	1210.57	2128.52	75.83
18	Gems & Jewellery	8045.62	21747.29	170.30
19	Drugs & Pharmaceuticals	14959.31	13709.75	-8.35
20	Organic & Inorganic Chemicals	13733.43	15965.85	16.26
21	Engineering Goods	42759.22	63351.51	48.16
22	Electronic Goods	3768.10	6961.65	84.75
23	Cotton Yarn/Fabs./made-ups, Handloom Products etc.	3517.31	8104.11	130.41
24	Man-made Yarn/Fabs./made-ups etc.	1262.28	3011.32	138.56
25	RMG of all Textiles	3908.80	8108.48	107.44
26	Jute Mfg. including Floor Covering	75.11	259.20	245.09
27	Carpet	505.77	1018.07	101.29
28	Handicrafts excl. handmade carpet	377.38	1070.45	183.65
29	Petroleum Products	12324.92	39058.30	216.91
30	Plastic & Linoleum	5423.62	6326.99	16.66
	<b>Sub-Total</b>	<b>134797.31</b>	<b>220598.69</b>	<b>63.65</b>
	<b>GRAND TOTAL</b>	<b>144166.01</b>	<b>236426.16</b>	<b>64.00</b>

Note 1: Grand total is inclusive of component 'Other'.

Note 2: The figures for MAY'21 are provisional.

(Source: Ministry of Commerce &amp; Industry, Government of India)



# Quick estimates for selected major commodities for May 2021

## Trade: Import

Sl. No.	Commodities	Values in Crores		% Change MAY'21
		MAY'20	MAY'21	
1	Cotton Raw & Waste	310.74	390.98	25.82
2	Vegetable Oil	4343.22	10453.77	140.69
3	Pulses	490.00	270.92	-44.71
4	Fruits & vegetables	994.31	1405.73	41.38
5	Pulp and Waste paper	668.83	906.78	35.58
6	Textile yarn Fabric, made-up articles	709.57	1100.85	55.14
7	Fertilisers, Crude & manufactured	4342.79	4842.75	11.51
8	Sulphur & Unroasted Iron Pyrites	60.27	213.03	253.46
9	Metaliferrous ores & other minerals	2264.71	4789.95	111.50
10	Coal, Coke & Briquettes, etc.	9926.70	14523.39	46.31
11	Petroleum, Crude & products	26380.50	69255.28	162.52
12	Wood & Wood products	3657.75	3928.76	7.41
13	Leather & leather products	397.65	418.07	5.14
14	Organic & Inorganic Chemicals	10965.82	16901.91	54.13
15	Dyeing/tanning/colouring materials	1558.50	1981.42	27.14
16	Artificial resins, plastic materials, etc.	7370.05	12096.10	64.13
17	Chemical material & products	4515.87	7782.66	72.34
18	Newsprint	361.52	180.19	-50.16
19	Pearls, precious & Semi-precious stones	2895.18	16448.81	468.14
20	Iron & Steel	9217.73	8655.94	-6.09
21	Non-ferrous metals	7849.52	9258.48	17.95
22	Machine tools	1754.62	2653.87	51.25
23	Machinery, electrical & non-electrical	16946.13	21844.41	28.91
24	Transport equipment	6165.53	8624.81	39.89
25	Project goods	1089.81	1198.68	9.99
26	Professional instrument, Optical goods, etc.	2272.76	6791.35	198.82
27	Electronic goods	21805.94	31103.66	42.64
28	Medicinal & Pharmaceutical products	4468.92	5895.84	31.93
29	Gold	577.35	4976.07	761.88
30	Silver	2528.07	114.75	-95.46
	<b>Sub-Total</b>	<b>156890.36</b>	<b>269009.21</b>	<b>71.46</b>
	<b>GRAND TOTAL</b>	<b>167977.68</b>	<b>282453.56</b>	<b>68.15</b>

Note 1: Grand total is inclusive of component 'Other'.

Note 2: The figures for MAY'21 are provisional.

(Source: Ministry of Commerce & Industry, Government of India)

# ‘Logistics has been our highest priority’

With worldwide transport management system (TMS) Othello and warehouse management system (WMS) Mikado in place, **Huned Gandhi**, Managing Director, Air and Sea Logistics, Indian Subcontinent, Dachser talks about how with homogenous global IT systems, Dachser was able to switch to the digital mode of operation almost seamlessly.



Priyanshi Bana

## Ever since the pandemic struck last year, how have you evolved globally?

There is no denying that the pandemic took everyone by surprise and we had to rapidly adapt to the ‘new normal’, the challenges were enormous as we had to first safeguard the health of our teams, their families and in parallel, keep the supply chains for our customers running smoothly. At Dachser India, we formed a crisis management team without losing any time and in due course, implemented stringent health protocols for our staff. These important health protocols and guidelines are steered by the Executive Board of Dachser, which are then further aligned to the local rules of each country worldwide. These unprecedented challenging times also forced everyone to manage their supply

chains digitally and with our already well-established homogenous global IT systems, we were able to switch to the digital mode of operation of our business, almost seamlessly.

Our teams were able to operate the businesses from the safety of their homes and we also intensified our communication channels with our customers. Logistics is and will always be a people business and being close to our customers has always been our highest priority.



## What new changes were incorporated?

The introduction of our worldwide transport management system Othello for air and sea logistics sets new standards in terms of offering integration and visibility and this, combined with ‘standard processes’ being followed by all countries globally, helps us deliver a very high-quality service (measured by clear KPIs) to our customers consistently. This has helped increase our efficiency significantly and has also been acknowledged by our customers. When it comes to service, we are constantly extending our services/ connections between key economic areas of the world which is important in today’s volatile times.



## What more can be done in the warehousing sector?


For Dachser, warehousing services are an integral component of the

supply chain for procurement and distribution of goods. We are offering warehousing in the context of contract logistics which includes transportation and value-added services like quality checks, packing or repacking as per customer requirements. Information flow is reflected in our own warehouse management system Mikado, not only in India but also across continents.

Currently, we are serving around 15,000 sqm. of warehouse space in India. Our dedicated Contract Logistics experts help to detect appropriate facilities in the most



## The introduction of our worldwide transport management system Othello for air and sea logistics sets new standards in terms of offering integration and visibility

favorable locations and assure that they are equipped according to high first-class standards. More IT integration between customers and the warehouse providers, such as the transmission of data via Electronic Data Interchange (EDI) is something that can be done, this will lead to a faster and more accurate process. Dachser is well-equipped on this. 



**Huned Gandhi**  
Managing Director, Air and Sea Logistics  
Indian Subcontinent, Dachser



# AI for a seamless customer experience

Supply chain management has seen major transformation over the decades, especially with increased globalisation. How we resource, manufacture, and distribute goods, and how the goods finally get delivered to the end customer – all of it has changed radically, says **Kishore Kumar**, Head of Account Mining, Affine.

**P**rior to industrialisation, supply chain was mainly concerned with local markets and seldom extended to major markets or regions. Industrialisation, evolved transportation, and communication laid the ground for a modern supply chain system that enabled overseas expansion. With the advent of advanced warehouses and trucking, the demand for an enhanced supply chain became vital. This was accompanied by expanding product portfolios, fluctuations in consumer demand and added complexities in the supply chain ecosystem.

Today, with consumer digital footprints, Big Data, Cloud, Internet of Things (IoT), and AI (artificial intelligence), supply chain has been transformed all over again. They are enabling businesses to understand and overcome fluctuations in global demand and the economy. With the rapid progress in AI, companies are using tools that help them to oversee and adapt quickly to changes in consumer behaviour. They also map the supply and demand chain to fulfill and enhance customer experience.

Consumer-Packaged Goods (CPG) companies are already incorporating AI to gather and analyse customer data and improve retail experiences. However, to stand the test of time and survive in the highly competitive and ever-evolving environment, CPG companies must ensure a 360-degree



insight into the market and high agility to adapt to disruptions. With set business objectives, an AI-driven strategy is capable of sensing and navigating agilely in the current heavily fluctuating market conditions.

## DEMAND AND SUPPLY CHAIN PLANNING

Integrating AI in the demand-supply chain ensures that the decision-making system can focus on important factors that matter to the business, rather than spend time sifting through the BI noise. Today, with the help of AI tools, companies can easily tap customers and focus on providing a seamless customer experience. The digital lives we all lead have made easier the collection of customer data that enables this. Demand can be derived from news and market trends using AI engines, which in turn informs businesses to create custom strategies. Internal strategies, consumer data, news, social media, competitors, etc., all help the AI engines accurately predict long-term and short-term demands. This can be directly plugged

into the supply chain operations to help make agile changes.

## FLEXIBLE PRICING

Responding to competition is hardly the sole objective for pricing. Effectively using the consumer preference information, market landscape and current affairs, can help an AI pricing engine to drive the business goals – revenue, empty the inventory, improve market share, bring in new customers, and so on. A completely AI-driven pricing strategy can recommend the best business goal for the company and then the corresponding pricing strategy for the product catalogue. This not only helps the brands and companies to meet customer expectations but also to react quickly to disruptions.

## IMPROVING RESPONSE TIMES

Any disruption requires a CPG company to re-group, re-design and re-deploy solutions. The pandemic shook the CPG industry by changing the discovery and demand patterns, and distribution preferences. Next-day or same-day delivery have helped many e-commerce websites and direct-to-customer brands. With work-from-home the norm, rapid delivery is the new expectation. AI engines with social listening inputs can help CPG companies stay on top of the pulse of the consumer, helping the brands predict demand and efficient ways of meeting it. 📌



📌 Effectively using the consumer preference information, market landscape and current affairs, can help an AI pricing engine to drive the business goals – revenue, empty the inventory, improve market share, bring in new customers, and so on 📌

# Making IoT simple and affordable

Using geostationary satellites to bring in reliable connectivity via its networked 'hotspot' and a connected immersive deployment platform that together make IoT simple and affordable for millions, **Angira Agrawal**, Chief Operating Officer, Skylo Technologies speaks to **CARGOTALK** about his plans and vision.



Priyanshi Bana

## Kindly elaborate about Skylo Technologies.

Skylo is the world's most affordable end-to-end narrowband IoT solution connecting machines and sensors to deliver up-to-the-minute insights on a variety of data. Skylo's satellite-based network is designed to bring real-time data connectivity anywhere, even in the most remote geographies. Existing networks were designed and built to connect people, but machines require a new kind of network to operate reliably for ~80% of geographies that are either sparsely unpopulated or, like the ocean, entirely unconnected. Skylo offers 100% connectivity, versus the ~70% (sometimes much less) that businesses typically receive today.

Skylo is enabling traditionally 'analog' industries and governments to digitalise operations, improve customer experience, increase employee and operational safety,

drive economic development and job creation, and understand more about business operations through machine and sensor visibility. Imagine trucks that provide early warnings before breakdown, causing a critical delay in delivery; e-lock sensors that offer drivers and truck owners real-time alerts when doors or cargo are broken or tampered with; fuel sensors that monitor levels in real-time to prevent theft; predictive maintenance alerts to manage fleet schedules; route control monitoring to re-route or send replacement trucks when there are problems.

Other people who highly depend on their equipment assets include fishermen who can send SOS signals and farmers who can understand their soil's nutrition, government workers who can get pre-emptive information about natural disasters such as fires and floods.

This immediate and continuous data insight is possible using Skylo's solution, which uses geostationary satellites to bring reliable connectivity via its networked 'hotspot' and a connected immersive deployment platform that together make IoT simple and affordable for millions. Today, Skylo serves customers across public and private sectors in industries including

logistics, agriculture, maritime, healthcare, defense and others.

India is moving towards achieving its Digital India vision, and we expect to work in industries that have been working on analog mode for centuries. While the supply chain industry has been tracking fleets and cargo through Vehicle Tracking Solutions (VTS), the market has matured up the technology adoption curve, and organisations are looking to gather reliable data, 100% of the time, making insights more useful. For example, ensuring the most optimal fleet routing and utilisation, providing real-time cargo and delivery visibility to end customers, and enabling best driving behaviour for the fleet owner. Skylo works across many industries that require machines to have ubiquitous connectivity.

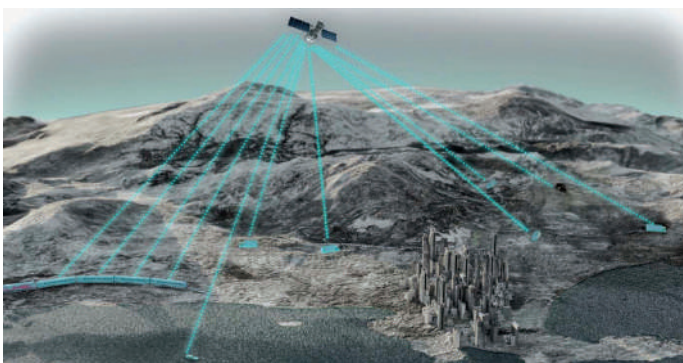
## What industries does your company cater to at present?

Skylo's technology is enabling organisations and entrepreneurs to use their asset data in endlessly transformative ways: to realise better ROI on investments in operations, create new opportunities, open new industries, and even save lives. Currently, Skylo is providing significant benefits in the following industries:

❖ **Logistics / Supply Chain:** Logistics companies and truckers



**Angira Agrawal**  
Chief Operating Officer  
Skylo Technologies





have immensely benefited from Skylo's technology. Passing through hinterland with no cell coverage poses a challenge in keeping a track of the fleet, and it makes emergencies difficult, if not impossible to address. With Skylo, fleet owners can always have a view on the movement of the vehicles. Truckers get notifications on route optimisation, avoid theft (truck, cargo, fuel), and send or receive vehicle preventive care notifications when needed. Because continuous temperature control is critical when transferring pharmaceuticals or produce, constant connectivity through Skylo is critical to monitor the temperature for cold chains.

#### ❖ Mining and Oil Exploration:

Because of the remote nature of these operations, in areas without any cell coverage for miles, the need for connectivity is critical for operational control, tracking equipment assets, and saving lives.

#### ❖ Fishing:

Skylo enables fishermen to stay connected, stay safe, and sell their catch before reaching shore. Sensors on boats provide fishermen with always-on connectivity for SOS and messaging while at sea.

#### ❖ Agriculture:

Farmers can maximise macronutrients in the soil at just the right time to enhance yields; and they can check irrigation levels and understand in real-time if something goes wrong with their equipment.

#### ❖ Healthcare:

Skylo enables rural healthcare centre connectivity and ambulance routing and tracking to prepare for emergencies and improve positive health outcomes.

#### ❖ Forestry/ Disaster Management:

Little connectivity in deep forests poses challenges for the forestry department, Skylo helps make sure rangers can accurately record wildlife data, and call for help in an emergen-



cy, and departments can monitor truck movement at all times.

#### In the present unprecedented times, how has your technology proved helpful?

At Skylo, we recognised early on that technologies such as the IoT which would be a key component in any successful global response to the COVID-19 pandemic, and more so in an Indian context. One of the early signs of the key role it would play became evident when public health officials and governments began to recognise how it could hold the key to India's plans for secure and efficient COVID-19 vaccine delivery.

An efficient supply chain for vaccines must include full traceability and monitoring of temperature and inventory levels of the vaccine throughout the supply chain. This has proven to be true for critical oxygen supplies as well.

#### What services have been offered by Skylo Technologies in the present medical exigency times, if any?

With Skylo's end-to-end satellite connectivity, we can offer an affordable, effective way to drive and monitor the entire COVID logistics process, end-to-end. Given the importance of the temperature these vaccines keep, it is important

that the refrigerated trucks are kept running and consistent, and measurement of these temperatures along the entire journey is critical to keep the efficacy of the vaccines intact. Skylo is able to deliver constant reporting on these temperatures, and threshold alerts can be set if temperatures are too high or too low. All of this data is kept for historical playback, giving the truck drivers an audit trail giving everyone along the supply chain the peace of mind that the vaccines were kept safe.

Skylo can also help manage and monitor scarce oxygen wherever it is. Keeping sensors on tanks and trucks gives the government and hospitals the ability to manage these important resources at all times, making it possible to manage scarcity in the best way possible to serve the Indian population in cities or even the most rural areas where there is no cell coverage.

#### Any expectations from the government to help expand your network?

Skylo launched the world's first satellite-based IoT services in partnership with BSNL in December 2020. This partnership with BSNL is to scale IoT capability in India. We're already seeing results and see a massive potential for communities in India. 

 Skylo is enabling traditionally 'analog' industries and governments to digitalise operations, improve customer experience, increase employee and operational safety, drive economic development and job creation 

#### FACTFILE

➔ Skylo is the world's most affordable end-to-end narrowband IoT solution connecting machines and sensors to deliver up-to-the-minute insights on a variety of data. Skylo's satellite-based network is designed to bring real-time data connectivity anywhere, even in the most remote geographies.

# Error-free audits with nGen CRA System

Ensuring a swift, seamless and precise method in maintaining the financial aspects of the logistics for error-free audits, the next-generation Cargo Revenue Accounting (CRA) System delivers real-time statistics for Air Cargo management, says **Lesley Cripps**, Director – Sales, CargoFlash Infotech.



CT Bureau

**Kindly elaborate on nGen CRA (Cargo Revenue Accounting) system.**

Stressing on 'paperless operation' for the benefit of both the client as well as the planet, the next-generation Cargo Revenue Accounting (CRA) System by CargoFlash integrates every accounting process and delivers real-time statistics for Air Cargo management, on a cloud-based platform. From invoicing to auditing, particulars are maintained accurately by the nGen CRA System for our clients to have a seamless, error-free revenue accounting experience.

The nGen CRA System lets the consumers control all the necessary activities of pricing, and invoicing. This tool also facilitates faster data

validation and complete Airway Bill (AWB) with automated billing. Correspondingly, it ensures a swift, seamless and precise method in maintaining the financial aspects of the logistics designed for error-free audits.

Furthermore, the nGen CRA is now compliant with the PASS (Postal Accounts Settlement System) platform, developed by the International Air Transport Association (IATA). With e-commerce and cargo services swelling, month-on-month, this compliance will be a great addition to our CRA module, therefore giving us an edge for further growth and development.

**What are its benefits to the industries? Who all are its potential industries?**

With the advent of the ongoing pandemic, most of the airlines, worldwide, suffered huge financial losses due to the grounding of fleets. Amidst such crunch, the nGen CRA is designed to avoid further losses by providing swift, and real-time data validation alongside detailed invoicing to help generate CCA, memos, export CASS/ non-CASS bills. From loading to invoicing, the e-AWB is correctly maintained on the nGen CRA software. Moreover, the system lets our



**Lesley Cripps**  
Director – Sales  
CargoFlash Infotech

clients handle tax management together with incentive & grievance management covering complaint, and rejection management. From tracking transportation-related costs and revenues to managing operational expenditures, this user-friendly tool makes sure the losses remain unimportant. Another prime focus of this system is to prevent revenue leakages by providing error-free accounting.

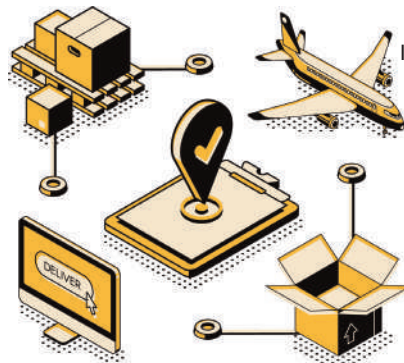
The system also delivers user-defined currency exchange and market rates for beneficial trading. Benefiting from this standardised solution, our clientele from the Air Cargo supply chain, are majorly the airlines & airports, freight forwarding enterprises, ground handling agents and e-commerce companies.

**From loading to invoicing, the e-AWB is correctly maintained on the nGen CRA software. Moreover, the system lets our clients handle tax management together with incentive & grievance management covering complaint, and rejection management**





# Creating a sustainable supply chain



Creating sustainable supply chain to provide customers with best-in-class solutions that are cost effective with the help of digital solutions enhancing predictability and helping customers maintain a data-driven supply chain that is lean and elastic. **Mohamed Absar**, Head of Projects and Solutions, DP World shares detail about digitization at DP World.



Priyanshi Bana

## Brief overview of your operations and play in the Indian market.

We have been operating in the Indian market over the last two decades now and India has always been an important market from an expansion point of view. Our objective has been to cut down the overhead logistics cost by brining efficiency, elasticity and become the most preferred logistics provider. With our operations, we have been able to take care of India's container volumes by a quarter. Additionally, we also cater to the needs of our customers from being a storehouse to handling all kind of modes of transport including temperature-controlled cargoes, bulk, domestic, EXIM, so on and so forth.

## What are the major trends emerging in the sector?


The logistics and supply chain market in India is expected to touch \$307 billion by the end of 2021. India is currently the prime destination for logistic service providers globally and is estimated that 9-10 percent growth would happen in the next few years. The major chunk of the transformation is happening by providing tailor made solutions at the source of origin of cargo – Importers and Exporters. Whether it is Global Logistics companies or Maersk or Hapag Lloyd, everyone is desiring to expand their customer base and are looking at

## With Oracle Fusion applications, we are witnessing improved synergies between DP World in Subcontinent and Middle East Africa

opening doors into direct Cargo owners by bringing an integrated approach and deploying solutions that are more flexible. Provider using this approach are making a competitive edge in the market and are serving their customers with seamless and value-added services. Another big aspect is becoming a digital-first company and pandemic has taught every business to be digitally driven. Most of the organizations these days are wanting to have contactless handling of their cargo and taking advantage of new-age technologies like AI/ML, IoT, Blockchain, Digital Assistant etc., can bring in more value to the logistics space in terms of speed, agility, assurance and faith.

At DP World, our endeavor is to create sustainable supply chain and our aim to provide our customers with best-in-class solutions that are responsive, flexible, scalable, and cost effective. Our digital solutions will enhance predictability and help our customers maintain a data-driven supply chain that is lean and elastic.

## Why did you feel the need to go for cloud solutions for your internal operations? What were the challenges that you were facing?

We are working in an industry that is constantly evolving and we are laying strong foundation with cloud. With 90 shipping terminals and ports around the world and providing logistics services in 60 countries worldwide, we always wanted to be at the forefront of tech advancements and become data driven. However, with traditional system there was a challenge in maintaining infrastructure and support cost across geographies and used to consume time while collating data from other regions and in an integrated fashion. Hence, we wanted to deploy a cloud-based system which can give us a view of the health of the business and seamlessly permit financial consolidation across the DP World group. The previous software system proliferation created unwanted slowdowns and costs and that's when we decided to go live with Oracle Fusion applications for their back-office operations. And as the result of it we are witnessing improved synergies between DP World in Subcontinent (SCO) and Middle East Africa (MEA) by implementing Shared Services model across all entities and similar structure will be followed for the other regions as well. 

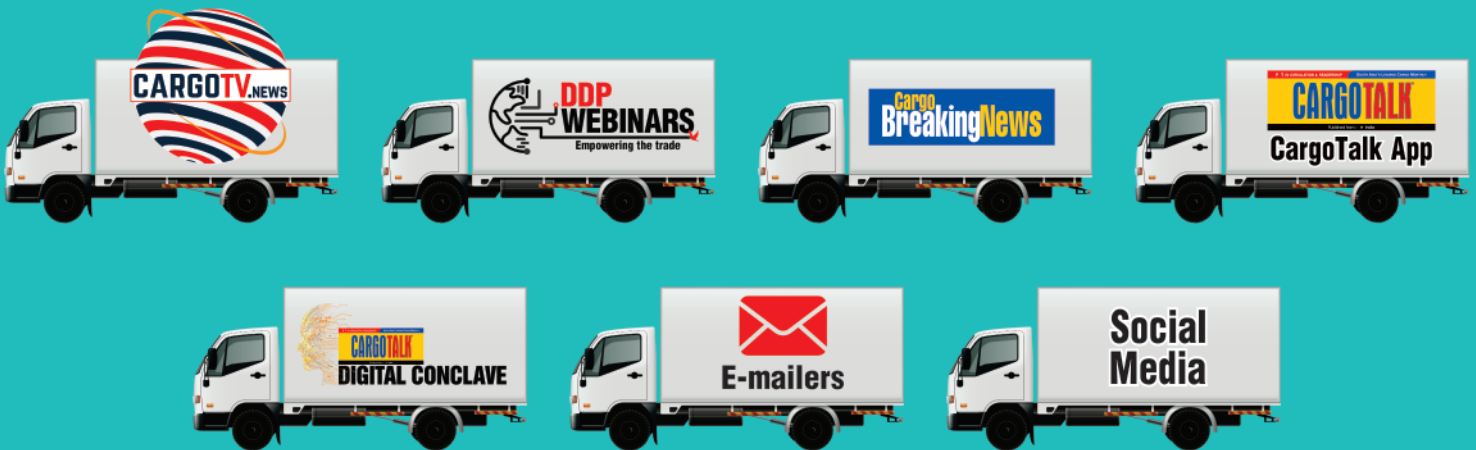


**Mohamed Absar**  
Head of Projects and Solutions  
DP World





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## DEFENCE MINISTRY orders pollution control ships at Goa Shipyard



The Defence Ministry has signed a contract with Goa Shipyard Ltd (GSL) for the construction of two pollution control vessels for the Indian Coast Guard at a cost of about ₹ 583 crore, officials said. The ships are being procured to significantly augment the capability of the Indian Coast Guard (ICG) to respond to incidents of oil spills at the sea and also boost the force's pollution response mechanism. These two vessels are scheduled for delivery by November 2024 and May 2025 respectively. The Defence Ministry said the 'special role ships' will be indigenously designed, developed and built by GSL.

## INDOSPACE launches two industrial parks in Tamil Nadu

Developer of Grade A industrial real estate and logistics parks IndoSpace on June 23 announced the launch of two parks, Vallam II and Oragadam III in Tamil Nadu, with a combined area of 118 acres, the company said. Both parks will cater to companies from the automotive and electronics sectors. Original equipment manufacturers like Yamaha, Hyundai, Royal Enfield, Nissan, Daimler and Foxconn are amongst the most prominent industrial entities in these regions, it said. The parks will boost IndoSpace's footprint across strategically significant regions and are a step towards its long-term goal of creating 120 million square feet of modern logistics infrastructure across India.



## DP WORLD connects to ME from Chennai & Cochin weekly



Global logistics company DP World welcomes a new weekly India South Gulf (ISG) Service at its Port Terminals in Chennai and Cochin.

The new service is jointly operated by a global shipping line – Evergreen Line, and feeder operators – Feedertech and Express Feeders.

The new weekly service will directly connect DP World operated Chennai Container Terminal (CCT) and International Container Transshipment Terminal (ICTT) at Cochin with the Middle East Region. The service commenced with the call of vessel 'MV Ever Chant' operated by Evergreen Line on June 2, 2021.



## DEHLIVERY raises \$277 million led by Fidelity

Ahead of its initial public offering (IPO) this year, supply chain services provider Delhivery has reportedly raised \$277 million in its latest round of funding, taking its market valuation to nearly \$3 billion. According to a TechCrunch report, Delhivery disclosed the finding in its latest regulatory filing that has been led by US-headquartered investment firm Fidelity. Delhivery, a leading fulfillment platform for digital commerce, has raised about \$1.23 billion to date.

Earlier this year, Delhivery announced to expand its footprint by opening two new tech offices in Bengaluru and Ahmedabad, that will take its workforce strength to more than 500 employees in the country. It currently has more than 350 employees and centres in Gurgaon, Goa, and Hyderabad (in India), and Seattle in the US.

## VOC PORT handles longest windmill blades

The VO Chidambaranar Port in Thoothukudi has handled the longest windmill blades in a single export consignment that comprised of 24 windmill blades of length 77.50 metres on June 27. This consignment marks the longest blades handled through the port so far.

The Vessel 'MV PAC Alcor', with Length Overall (LOA) of 199.9 m was berthed at the port on June 10 and the loading of the 77.50 m long wind blades were carried out diligently. These blades, which were manufactured at Sriperumbudur and taken to the port by M/s NTC Logistics India, were loaded using the ship's hydraulic and mobile cranes and were stacked three containers high conforming to safety standards. On June 27, the vessel set off for Aransas, Texas, US.

Port Trust chairman T K Ramachandran said the port was preferred for export of windmill blades and towers. "The size of windmill rotor blades is getting longer and utmost care is being taken regarding the shipment," he added.





## NITI AAYOG report suggests solutions to save logistics fuel worth ₹ 311 lakh crore between 2020 and 2050

Indian government's premier policy think-tank NITI Aayog along with RMI and RMI India has released a new report titled "Fast Tracking Freight in India: A Roadmap for Clean and Cost-Effective Goods Transport", which highlights key opportunities for India to bring down its logistics costs.

Owing to the increasing demands of goods and services, an increase in freight transport demand is expected. While it is essential for economic development, it is plagued by high logistics costs and contributes to rising CO2 emissions and air pollution in cities. The Report states that India has the potential to reduce its logistics cost by 4% of GDP, achieve 10 giga tonnes of cumulative CO2 emissions savings between 2020 and 2050.

## BLR AIRPORT achieves net energy neutral status during FY 2020-21

On the eve of the World Environment Day, 2021, Bangalore International Airport Limited (BIAL) is proud to announce the accomplishment of one of its ambitious goals — Kempegowda International Airport, Bengaluru (BLR Airport) achieves net energy neutral status in the Financial Year 2020-21. As part of its sustainability goals, BIAL had set the target to become net energy neutral by 2020-21.

As an outcome of energy conservation, BIAL has been able to save nearly 22 lakh units of energy in the FY 2020-21, enough to power nearly 9,000 houses for a month. BIAL saved nearly 5 lakh units (KWH) from lighting, and has implemented chiller plant optimisation in Heating, Ventilation, and Air Conditioning (HVAC), which has resulted in saving of over 17 lakh units (KWH).



## INDIAN RAILWAYS loads the highest ever freight of 114.8 MT for the month of May

Despite the COVID challenges, the Indian Railways has been outperforming itself and setting new records month after month. Proving itself yet again in May 2021, Railways set a new record of highest ever freight loading and continue to maintain the high momentum in terms of earnings. Freight loading for the month touched 114.8 MT which is 9.7% more than May 2019 (104.6 MT) for the same period. This earned the Railways a hefty amount of ₹ 11604.94 crores.

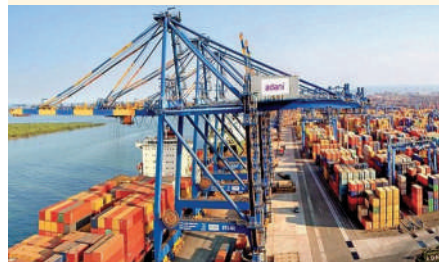


## GOVERNMENT presents the new draft Indian Ports Bill, 2021

The Ministry of Ports, Shipping and Waterways had presented the draft Indian Ports Bill, 2021 which aims at abolishing the Indian Ports Act, 1908 and substituting it with a more relevant and contemporary act. The Bill seeks to bolster structured growth and sustainable development of ports. It also seeks to optimise utilisation of the Indian coastline by effective management of ports. Moreover, introduction of this statutory bill will help produce a refined and comprehensive regulatory blueprint for new ports and management of existing ones.



## ADANI PORTS aims 500 million tonnes throughput by 2025



Adani Ports and Special Economic Zone (AP-SEZ), in its FY21 annual report, has revealed its plans to continue growing its cargo operations with a special focus on logistical services in an effort to emerge as the preferred logistics partner for exporters and businesses. As per the report, the company currently enjoys a 25 per cent share of India's Exim cargo and aims to almost double it to 40 per cent in the next four years. "We intend to retain our position by achieving 500 million tonnes cargo throughput by 2025 and will lead to enhancing our market share of the Indian market to 40 per cent," said the company.





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## ICL SYSTEMS EUROPE

**Rudolf Luttmann** has been appointed as Managing Director for Europe at ICL Systems. Luttmann brings extensive knowledge of the logistics industry to ICL Systems. He began his career at Volkswagen Transport and held several management positions in Germany, Brazil and North America over an 18-year tenure. In Germany he was responsible for VW Group's planning and purchasing of global outbound logistics and initiated several IT projects with MIT in Boston.



## MUMBAI CARGO SERVICE CENTER AIRPORT MUMBAI

Cargo Service Center (CSC) India has appointed **Kelvin Seow** as CEO of Mumbai Cargo Service Center Airport (MCSCAPL) in Mumbai, India. In his new role, Seow will be managing the operations to expand MCSCAPL's business in major air cargo handling markets across India. Seow will take the lead in the organisation's business development outreach in India. Seow will take a pivotal role in establishing an MCSCAPL synonymous with trust and reliability.



## IAG CARGO UK

IAG Cargo, the cargo division of International Airlines Group (IAG) has appointed **David Shepherd** as Managing Director. Shepherd, who is joining from Aer Lingus, is well known in the industry having previously held a variety of leadership roles at IAG Cargo including the positions of Commercial Director and Director of Digital Ventures. Shepherd who will be re-joining IAG Cargo on August 1, 2021 said, "I am delighted to be returning to IAG Cargo and working closely with the wider cargo team."



## JAS WORLDWIDE BRAZIL

JAS Worldwide has appointed **Dina Bunn** as Vice President – Customer Experience, Pharma and Healthcare. The addition of Bunn will further strengthen the JAS Pharma & Healthcare leadership team. Holding leadership roles in the air cargo and freight forwarding industries for more than 30 years, Bunn brings to JAS a broad international background in finance, quality management, customer service, and IT service delivery – with particular expertise in logistics.



## AIR CANADA CARGO ASIA PACIFIC

Air Canada Cargo has appointed **Ivy Chan** as a Director, Cargo Sales and Services, Asia and Pacific. Chan will provide strategic commercial direction and operational oversight for all activities throughout the Asia Pacific region. Chan joins the airline from Apex Logistics International, where she was Vice President. She has also held sales and marketing roles at Qatar Airways Cargo and Cargolux. "With her extensive background, Ivy will be a valuable asset," said Jason Berry, VP, Air Canada Cargo.



## JAS WORLDWIDE BRAZIL

Freight forwarder Jas Worldwide has appointed **Vivian Brunialti** into the role of Trade Lane Director Asia Pacific–Latin America. Brunialti, who has more than 20 years of experience in the freight forwarding sector, has previously worked for global logistics firms in roles focussed on Asia and the high-tech sector. Based at the company's office in Campinas, Brazil. Brunialti will be responsible for growth on the Asia Pacific–Latin America trade lane.



## IBS SOFTWARE BENGALURU

Effective May 31, **Ashish Nanda** took charge as Chief Financial Officer (CFO) of IBS Software. He previously served as CFO of Nucleus Software and has held finance leadership positions with NIIT. "Ashish Nanda's experience in handling business transformation focused on SaaS and his proven track record of prudent financial controls, building winning teams and operating with stellar corporate governance will be an invaluable asset to IBS Software," said Anand Krishnan, CEO of IBS Software.



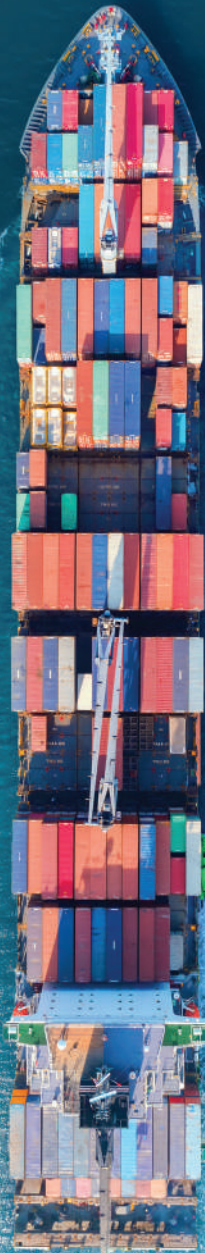
## B&H WORLDWIDE HONG KONG

Aerospace logistics provider B&H Worldwide has added to its leadership team in Asia with the appointment of **Eddie Chan** as Business Development Manager, Asia. Chan brings more than 15 years' experience of the international aviation logistics business to his new role and will be based from the B&H Worldwide facility in Hong Kong. Originally from New Jersey in the US, Chan moved to Hong Kong in 1995 where he worked for MNX. Since 2014 he has been based in Singapore.





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