

COSYS

- ***Improve Service Quality***
- ***Reduce Mishandling***
- ***Minimise Loss***

A White Paper on **COSYS**

by NIIT Technologies

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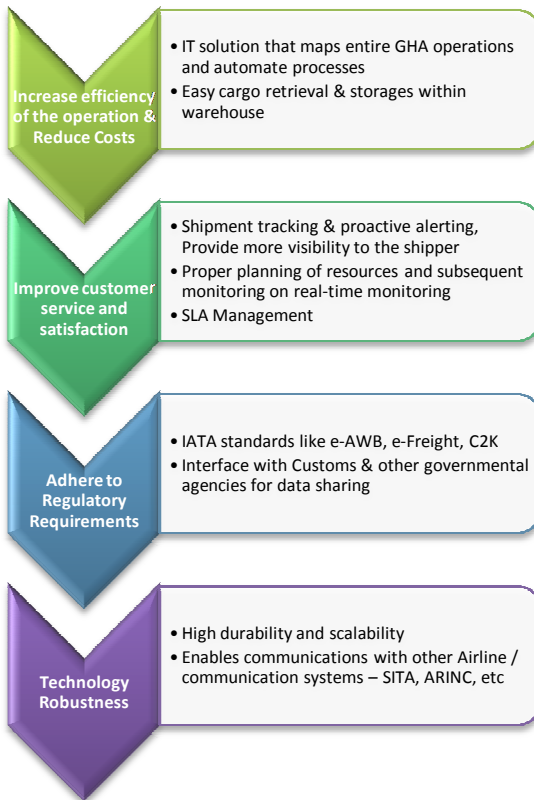
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Objective



Cargo Ground handling Agents and Carriers of today face varied challenges like rising cost, improving operational efficiency, reducing mishandling, faster and accurate information exchange, enhancing customer's service along with the all important aim of increasing profits.

Automating the Cargo Ground Handling Process using modern technologies and systems will help reduce operational costs without compromising on the quality of services.

SATS innovative and tested Cargo Operations System – COSYS is specially designed to provide tailor-made e-freight compliant solutions to cargo ground handling Agents and cargo Carriers.

NIIT Technologies and SATS collectively have vast experience in implementing and maintaining 'COSYS' at several airports.

Banking on its rich experience in COSYS, NIIT Technologies is committed to provide its clients with robust and sound solutions meeting customer's business objectives, which considerably take care of present and future needs and demand of the industry. COSYS solution takes into account the customer's need of high productive use of space, world class service levels and high levels of throughput.

Cargo Operations System - COSYS

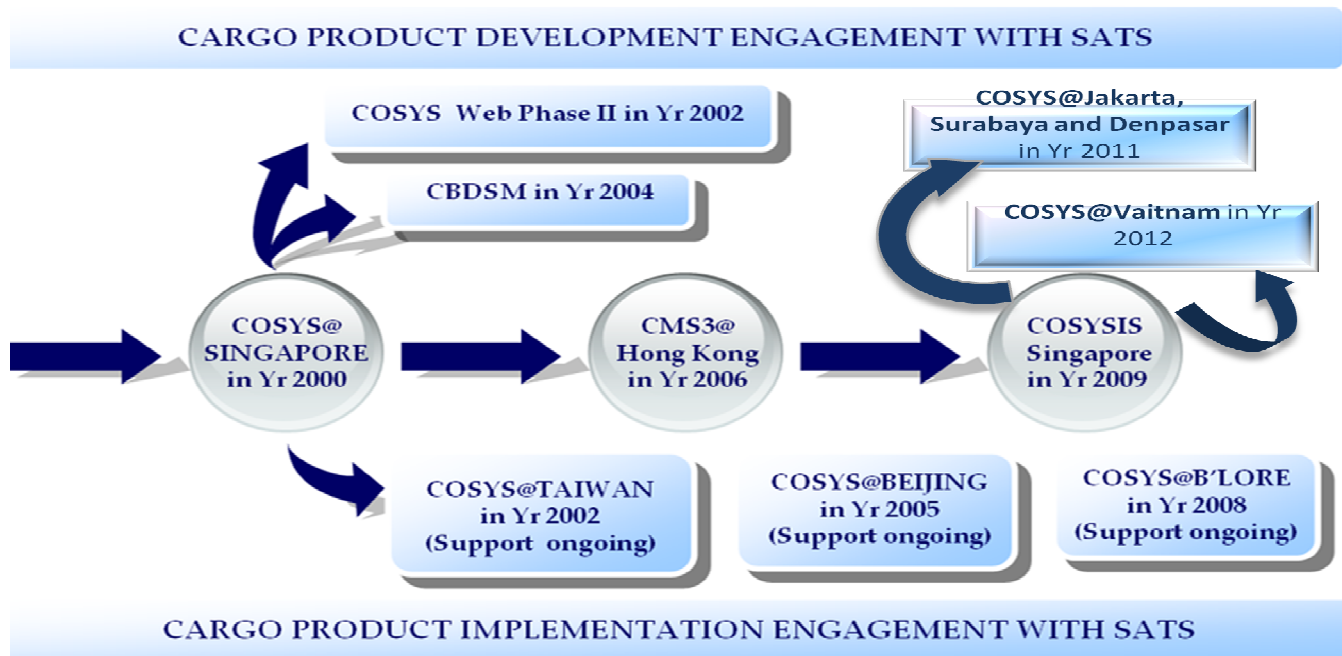
COSYS is an ergonomically designed system that addresses most of cargo ground handler's requirement and provides an easy to operate environment for Airlines/ GHA staff to stay in tune with the multiple flight and airport operations. The system has extensive features and functionalities to meet with the industries current and growing needs. COSYS is currently implemented at a number of client sites and has been efficiently delivering satisfaction for over a decade.

COSYS TARGET SEGMENT

1. Cargo Handling Agents
2. Airports
3. Airlines Cargo handling Dept

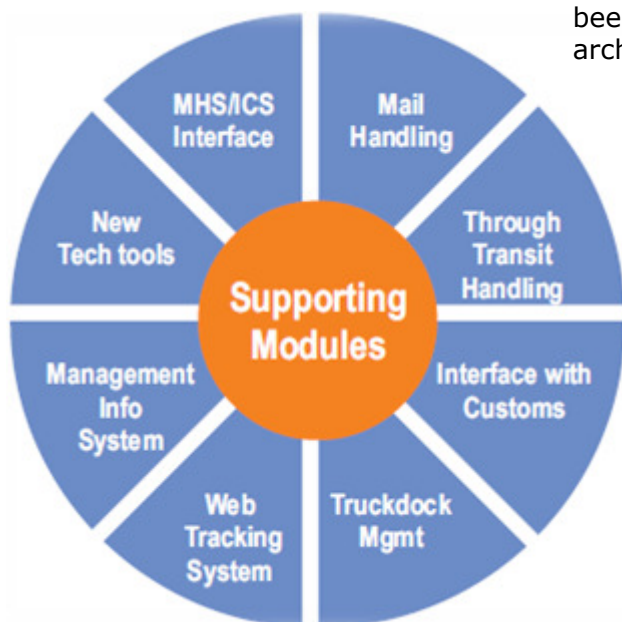
- COSYS has the capability to handle large number of AWB transactions and hundreds of flights in a day.
- COSYS is 100% e-freight compliant and is successfully running at world's busiest Cargo airports- Changi & Hong Kong International Airports

COSYS JOURNEY



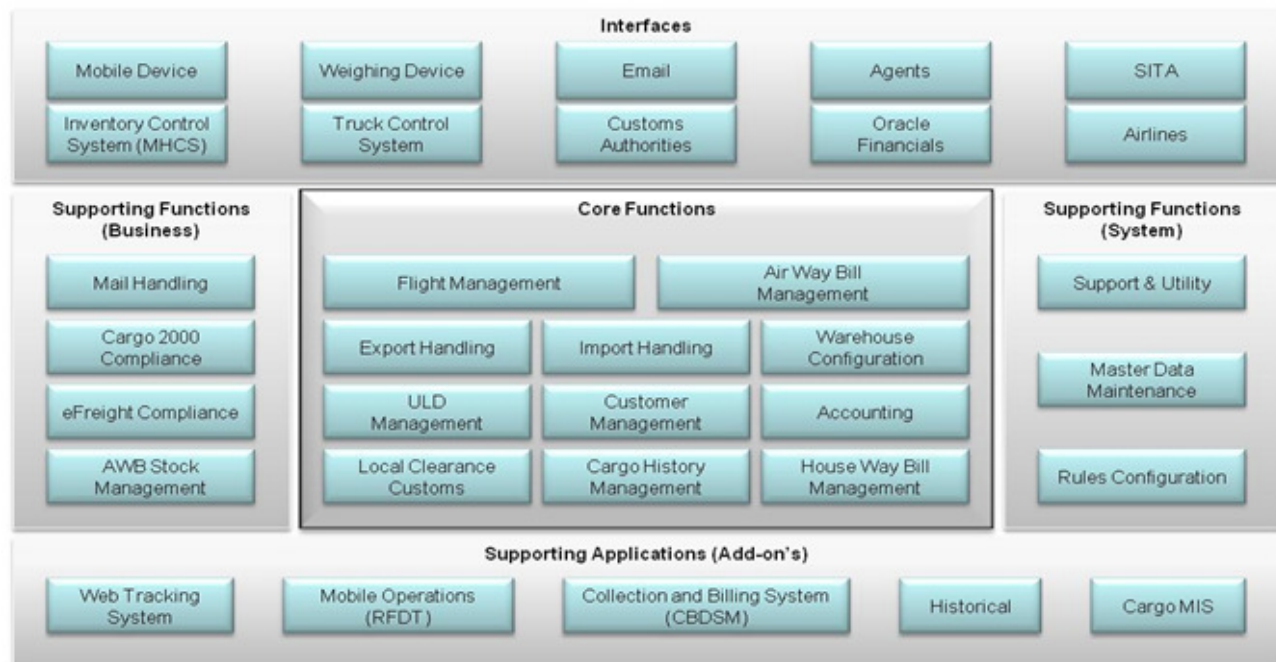
KEY FEATURES

The solution is available on Oracle and J2EE platforms. It has been developed using an open, component-based, nth architecture, which is highly flexible, scalable and efficient.



- Import operations (Arrival control, documentation, transfer manifest, warehouse etc.)
- Export operations (Acceptance, departure control, transit management etc.)
- AWB Management (Shipment Record and cancellation, AWB Reservation and Charges etc.)
- ULD Management (Stock Management, movement Management, ULD History etc.)
- Track and Trace Functionality through Web; Mobile Phones (iPhone & Android)
- Flight Management (Flight Schedule, Operative flights)
- Warehouse Management (Space Allocation, Transshipment Dwell Time etc.)

- Billing (Service Charge forms, AWB/Service Charges, Acceptance/Delivery Charges)
- Incidence Management (Uncollected Freight Control, Create/Amend Irregularity, Reminder Notice based on Cargo types)
- Report Generation (Cargo Tonnage, AWB, Staff productivity, Mishandling etc.)
- Security features (Crisis Management, Database management, Embargo Management)



IMPACT DELIVERED

- Automates and Simplifies Cargo ground handling
- Handles all CGH Agents and Airlines from one front end
- Provides EDI Messaging
- Reduces paper work and Duplication of Data
- Monitors bottlenecks in Workflow and hence improves Service levels.
- Provides flexibility to operate in multi-warehouse, multi-location environment.

BUSINESS BENEFITS

- **Faster ROI to the customer:** Simple and efficient processing increasing productivity of the staff as well as improving operational efficiency, reducing mishandling and providing accurate and timely information leading to reducing costs as well as helps in handling more cargo in a shorter time.
- **Reduced time to deliver:** A framework offering reusable components for cargo space to put together a process matching the customer's business environment thereby reduced time to deliver as well as creating a system complying to the local environment.
- **Quality of service:** NIIT Technologies is a process oriented organization with strong travel domain expertise working with major global airlines, airports, and travel distribution companies. Strong Quality processes complying with CMMi Level 5 and ISO are followed ensuring high quality delivered to the customers.
- **Ease of integration with external modules:** Flexible and robust middleware based on J2EE standards enabling ease of integration with legacy and new generation systems.
- **Ease of partner acquisition:** J2EE compliant architecture enables ease of integration with multiple 3rd party systems including the backend systems in a seamless and flexible manner
- **Ease of future enhancements:** SOA based Open System architecture and strong design enabling ease of future enhancements and integrating with backend systems
- **Lower cost of ownership:** Open system technologies and low-cost business models with SLA driven performance to lower upfront investments assist in reducing total cost of ownership.

COSYS COVERAGE



MOBILE TRACKING

Business Problem

- The requirement was to develop iPhone, iPad application for cargo tracking with following features:
 - AWB Tracking
 - Delivery Service Time
 - Rates
 - Contact information

Environment

Objective-C in cocoa framework for iPhone and iPad

Key Consideration

- This application has been developed for iPhone, iPad platforms



NIIT Technologies Advantage



NIIT Technologies is a leading IT solution organization, providing services to customer in Asia, North America, Europe and Australia. Our focus on select industry verticals in Travel, Transportation and Logistics (TTL), Banking, Financial Services and Insurance and Retail & Distribution has helped us to create differentiation thru specialisation.

NIIT technologies has gained extensive competence and experience in the TTL business by working with leading airlines, airport, travel distribution and logistics companies. Our technology expertise and business understanding ensures efficient, scalable, secure and robust solutions that are tailored to the needs of our client.

NIIT Technologies was ranked #1 in the travel Sector by the Black Book of outsourcing thrice in a row in 2008, 2009 and 2010.

Partner with NIIT Technologies to align your IT goals with your business objectives.