



Kale Logistics
Technology that Transforms



Leading logistics and supply chain service provider achieves complete automation and visibility through Kale Logistics' Customs Clearance Solution -CANOPUS



80 % Reduction in paper based transactions



100 % Visibility to Stakeholders



75% Time Reduction in Customs Clearance process



18% Cost Saving on Transactions



A renowned brand in the Indian Supply chain sector for last three decades

Client is an established premier enterprise, providing integrated logistics services for over thirty five years. Recognised as a one stop logistics and supply chain service provider in India, their wide spectrum of operations include logistics solutions for all kinds of cargo, storage & distribution services, freight forwarding, transportation, cold chain management etc., along with other value added services to multiple industry verticals.

Legacy system obstructs Business Expansion

The client was heavily dependent on paper based process for its Customs Clearance function. A team of Customs Brokers (CB) were appointed by them to process Customs Clearance for their shipments. Data pertaining to the Bill of Entry was manually entered in a excel sheet format and shared with the Customs Brokers who then re-entered the data in their respective formats before filing to ICEGATE. These partly automated transactions posed several limitations and risks to the client's operations, as enlisted below

Absence of a automated flow of operations: Client primarily relied on paper based operations and had appointed Customers Brokers to fulfil Customs filing. Absence of a system that managed and dictated flow of operations in a seamless manner made their operations uneven. There was no formal mechanism of transaction flow. Client's valuable resources and time was frittered away in coordinating with the CBs over emails and verbal confirmations as there was no automation.

Challenged with repetitive data entry efforts: Data needed to be re-entered at the client's end and subsequently by the appointed CB, making operations vulnerable to data errors, data duplicity, incurring wastage of time in repetitive data entry efforts.

Lack of shipment visibility: Lack of a mechanism to gain automatic status updates on shipment led the client to have severe dependency on CBs to update them on the status of Customs Clearance for each shipment. Feedbacks and status updates had to be solicited telephonically or through emails .

Lack of ICEGATE integration: As the client was following a semi-automated and paper based process for Customs Clearance, it did not possess any technology which would connect them to the ICEGATE. Lack of a Customs compliant system caused major hindrance to the client's business. The task of coordinating with multiple CB for getting updates on transactions caused severe wastage of time and efforts. Moreover, it also made the transactions hassle prone.

Lacking stakeholder/customer interaction: No digital mechanism was incorporated in the system to facilitate stakeholder interaction or customer feedback. This made the client's operations to stay devoid of customer feedback and stakeholder interaction. Any interactions that needed to be addressed were carried out in an ad hoc manner through email or verbal communication.

Absence of business intelligence: As the legacy system was devoid of any mechanism for business intelligence, it failed to impart smart business decisions based on system generated consolidated reports.

Lack of Industry Standards : Client's transactions were completely away of any industry learning or updates that were necessary to achieve a fast paced growth and expansion. Manual processes were causing no industrial learning or improvement for the client.



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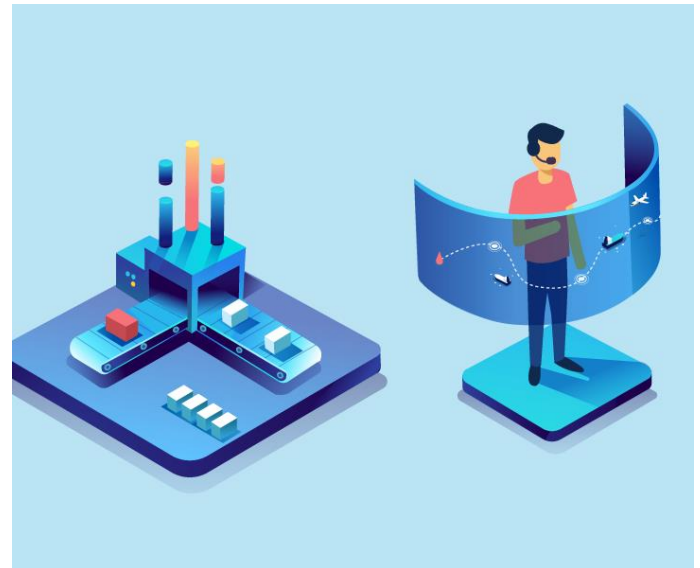
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The need & process of selecting a Technology partner

One of client's reputed accounts is a Dublin based Healthcare Company who are partnering with the client to enter the Indian markets and begin distribution of their medical products and pharmaceuticals. The account needed some specific requirements for streamlining the Customs Clearance process. To accommodate the outlined expectations of their account, the client was looking for a technology partner who possessed the relevant technical expertise, industry understanding and was capable of developing a customised IT system to accommodate specifications, thus enabling them to establish a seamless trade connection with their overseas account. The client knew Kale Logistics Solutions as an established brand for providing IT systems and community platforms to the entire logistics industry. They approached Kale and outlined all the specific customisations that they were seeking in their Customs Clearance Solution.



Customized CANOPUS drives customer delight

A detailed study and process mapping was carried out. After a thorough evaluation and discussion, Kale Logistics' Customs Clearance Management System - CANOPUS, was modified as per clients specifications. One of the key customisation requested by the client was in terms of the data format, which had to be redesigned as per the file format used by the healthcare customer's system. A specific ASN file format made by the Healthcare customer's system was studied by Kale team and CANOPUS was customised to incorporate this data format. All the transactions were then automatically reflected in both, the client's system and their healthcare customer's system. This completed a cycle of transactions and enabled the client to streamline and automate Customs Filing operations

State-of-the-art Customs Filing with CANOPUS brings several process improvements

In addition to customizing CANOPUS to suit the needs of client, it also brought several other value additions to the client's Customs Clearance process for their Healthcare account.

Third Party Integration: One of the most crucial requirement of the client was to integrate its Customs Clearance System with the system used by its overseas Healthcare account. CANOPUS was specially customized to integrate not only with the client's system but also with the client's customer's system. Thus the transactions were also reflected in the client's system. This fulfilled a major customization criteria for client and provided the much necessary visibility to both the parties on their Customs process.

Complete Visibility: The main advantage of integrating CANOPUS with the client's and its overseas account's system was so that all the pertinent stakeholders were able to gain complete visibility on status of Customs filing with ICEGATE through CANOPUS. This ensured customer delight for the client as their overseas customer was kept abreast of all transactions on a real-time basis.

Automation: Client's previous Customs Clearance process was based on manual data entry efforts and exchange of documents either in paper or digitally via email and document sharing. This system was devoid of any automation. With CANOPUS, the data once entered percolated in the subsequent functions driving complete automation.

Significant saving on data entry efforts: As Kale's Customs Clearance System ensures that data once entered is stored, fetched and updated at every milestone, client experienced significant saving on time and data entry efforts.

Data Integrity & Security: Data entered in CANOPUS cannot be modified manually. This ensures that data integrity and security is maintained throughout the transactions. Moreover, it also ensures no data duplication as Customs Brokers do not need to enter data repeatedly. Also as manual data entry is impossible, any users can not alter the data.

The Adoption of CANOPUS

In the beginning, the client and Team Kale faced some challenges pertaining to implementation of CANOPUS and its adoption within the users. One of the key hassle was clarity on data. Field and Data mapping was a roadblock for both the parties as there was some missing information pertaining to the data fields that needed to be incorporated in the specified ASN file format. As the file structure was not a standard one, Team Kale underwent several discussions to comprehend the exact data that needed to be reflected in the ASN file format.

The technical team from the clients side shared their valued inputs to facilitate deeper understanding of customisations and enabled the Kale Team to gain insightful information. Following the customisation CANOPUS was introduced for a User Acceptance Test (UAT) and the test was a success in the first attempt. The test results were evaluated by our client, Team Kale, Healthcare account team and a Customs Broker Representative. Kale Logistics Solutions also organised an onsite training for the CBs appointed by the client to familiarise them with CANOPUS. Realising the manifold benefits and ease of transactions driven by CANOPUS, it was adopted completely by the client for processing Customs Clearance of their overseas Healthcare Client.

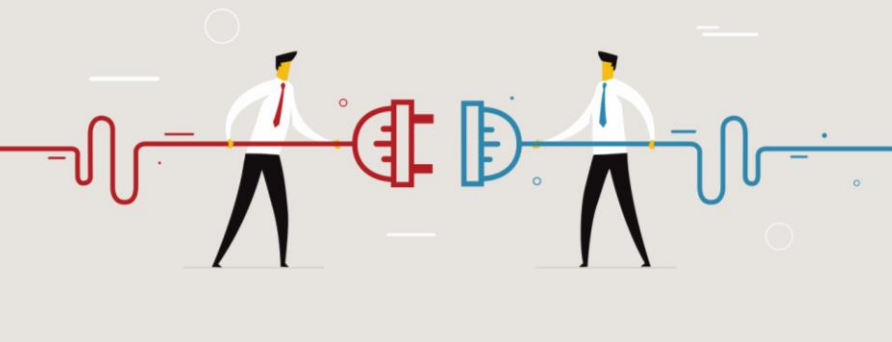
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For us, the main objective of adopting a technology based system was so that we could offer our client a clarity on their Customs Clearance processes. The two-fold integration, with our system and with our overseas Healthcare client's system was brilliantly executed by Kale's team. We are extremely delighted with their dexterous approach to our specific customizations and look forward to a long term association with them.

- Chief Information Officer

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Connect with us



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