Effects on digitalisation on logistics
Increasing coverage of digitalisation on Freight Forwarding processus
IT systems mapping

- **Business development**
  - CRM tools
- **Network planning**
  - PURCHASE ORDER MANAGEMENT
  - TRANSPORT ORDER MANAGEMENT
- **Plan & Optimize**
  - INTTRA
  - TRAXON / CHAMP
  - QUOTATION tool
- **Procurement**
- **Operations**
  - CUSTOMS & TAX tool
  - TMS & Control tower
  - TRACK & TRACE web portals
  - STATISTICS tool
- **Monitoring / Reporting**
  - CUSTOMS & TAX tool
  - OPTIMIZATION tools

**CUSTOMERS**

**CARRIERS**

**FREIGHT FORWARDER**

**CUSTOMS**
Current projects development
Road map for the industry: improve connectivity

- To develop EDI with carriers in order to provide relevant information to customers (INTTRA / CHAMP/ ... ) through web platforms
- To be able to provide transport order management and purchase order management to customers
- To be able to handle freight management
- To increase the number of subsidiaries using the same TMS in order to transfer files.
- To bridge Freight Forwarder’s TMS’s with partner’s TMS
- To develop e-commerce
Benefits of digitalisation
Main benefits

- Real time localisation
  - Scheme and transport plan optimization
  - a MUST for the customer

- Productivity
  - EDI with suppliers: CHAMP for Air/ INTTRA for Ocean
  - EDI with customs: HARMONY
  - Automatic/semi-automatic quotes & estimates
  - Lean management

- Performance review and management
  - Automatic set of KPI’s
  - Monthly review management (OBEYA)

- CRM
  - Database to share knowledge of Customers
  - Collaborative platform (‘professional Facebook’) for more agility and cooperation on customer projects (Tog@ther link)
  - E-commerce development
➢ Expectations
A Rail integrated IT player as...

**INTTRA** for OCEAN
- Ocean Schedules
- Cargo Insurance
- Container bookings
- Shipping instructions & orders
- Bill of Lading
- Containers tracking
- E-invoicing

**CHAMP TRAXON** for AIR
- Cargo management system
- Customs and security
- Quality
- Paper free (E-cargo Pouch)