

Analysis Platform for Logistics Processes

Traxon is a global cargo communication company providing its customers a Web based communication platform that allows the access to a multitude of electronic cargo information. To this aim, Devoteam has developed the Cargo Data Management Platform (CDMP) and ensures the high availability of the solution in its own computer centre.

Freight forwarders and airlines aim for timeliness and service quality, which are met by means of smooth and coordinated shipping routes. Those can only be realised through IT-based solutions that allow for an efficient and fast communication and for an optimised information flow. At the same time, the costs can be reduced, because the time-consuming information exchange via phone or fax is superfluous.

This is exactly where Traxon is at home: "We offer a platform-independent communications base that maps all important logistics news and immediately displays the cargo status to all players within the supply and distribution chain", explains Felix Keck, Managing Director at Traxon. "Today, it is not sufficient to take on transportation and logistics services with the corresponding information." A benefit of the solutions is the Web based platform that can be made available to the customer without great effort.



Freight loading: Since the Sixties (see above), the amount of freight shipped via aircraft has multiplied. Without state-of-the-art IT systems, freight flow monitoring is not possible.

About Traxon

Traxon Europe

Global Logistics System Europe Company for Cargo Information Services GmbH

A European company of the German Lufthansa Cargo AG and the French Air France S.A.

Headquarters:

Frankfurt/Main, Germany

Founded in:

1991

Core business:

Air Cargo Communication Provider

Number of employees: 27

Total messages (2006): 92,000,000

Total revenue (2006): 8.5 million Euro

Managing Director: Felix Keck

Communication via a bundled Channel

The communication between all the participants involved in the air cargo transportation network is considerably facilitated, because the different channels for inbound and outbound communications are bundled to form one channel, thus making multiple connections obsolete. The advantage is that a freight forwarder does not need to enquire at each single airline whether a specific shipment is actually in transit.

Cargo Data Management Platform (CDMP)

Central Data Platform for Logistics Partner

Traxon provides its customers a central database with all relevant information. With a function such as "Message statistics", the users can retrieve all electronic messages that have been sent between the air partners within a specified time frame. The lists give an overview of the messages per partner, the status history, and the status for a specific airway bill. In addition, it is possible to get a detailed view on the current location of the shipment. An alert function notifies the user in case of any delivery delays. Traxon's customer base comprises 80 airlines and approx. 3,000 freight forwarders with more than 8,000 offices. The billing is based on two price models: Invoicing per airway bill and invoicing per message type, where different messages can have different prices.

The cooperation between Traxon and Devoteam started in 1988 with the Lufthansa project "Mosaik". "From the very beginning, Devoteam has taken on two main functions as managed service provider", explains Andreas Klinger, responsible Manager at Devoteam. "The development of new products, including their maintenance and upgrade as well as the 24x7 operation of the Traxon systems in Devoteam's computer centre." Moreover, Devoteam ensures via Traxon the communication between the systems of the different logistics partners. Almost twelve million messages are processed each month. Devoteam ensures around-the-clock availability. "We cannot allow any downtime", adds Traxon Manager Keck.

In the middle of 2005 and by order from Traxon, Devoteam started developing the Cargo Data Management Platform (CDMP). Since its launch end of 2006, it is continuously enhanced with new functionalities and adapted to the needs of new customers. CDMP can be compared to a tracking system like known from parcel shipping companies and thus represents an extension of the already existing Traxon Datawarehouse application.

High Availability for high Data Traffic

With CDMP, the user can exactly track its shipment and can plan the date and place of arrival in order to receive it at the destination airport and to reload it for forwarding. To retrieve this information, the user only needs the airway bill number. For each shipment, there is a number of measuring points along the planned route: E.g. when the aircraft is taking off from the departure airport, upon

unloading and storage at the airport as well as during the transfer to the selected freight forwarder. "These measuring points generate data records that are stored in the Traxon CDMP database and provide a basis for monitoring", explains Klinger.

Disturbances of the planned route generate status messages as well. Those can be retrieved in the system and allow the freight scheduler to react. With CDMP, the quality of the logistics services can be measured. How timely can the initial schedule be kept? The answer to this question can be very important when analysing the weak points of the interface between the forwarder and the airline. It represents an important marketing instrument for all companies that are involved in the transportation process.

Today, the system allows for a shipment tracking at airport level only. Together with Traxon, Devoteam is working on a refinement of this monitoring. In the future, a door-to-door shipment tracking and retrieval of the respective status messages is planned. In a further step, not only freight monitoring at airway bill level but also at piece level should be possible. "A decisive factor for the successful cooperation with Devoteam is the common focus on the project results", comments Keck. "Even in stressful situations, the Devoteam specialists never lose sight of the aim, are always flexible within a dynamic environment and complete projects on time. The close cooperation of integrated teams from both companies is a very important success factor."

About Devoteam

Devoteam is an award winning EMEA leader in Connecting Business & Technology, specializing in information system infrastructures and telecommunications. Headquartered in France with 5,000 employees in 25 countries across EMEA, it achieved a 2010 turnover of €0.5 billion. Combining consulting and technology solutions enables Devoteam to provide its customers with independent advice and effective solutions that meet their strategic objectives. Our Consulting services range from idea and high level business advice through choice of technology solutions to organisational IT centric transformation implementations and change in large & complex IT projects. Our Solutions teams have the skills, experience and methodologies to deliver large and complex IT implementations across a range of technologies. Our Expertise of IT specialists are available for hire on-demand, accessible through a consulting service, providing our clients with highly specialised subject matter experts both locally and across EMEA.