


# Demystifying Collaborative Cargo Clouds

Alex Driesen, Nallian

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V1.0

nallian  making the world operate as one

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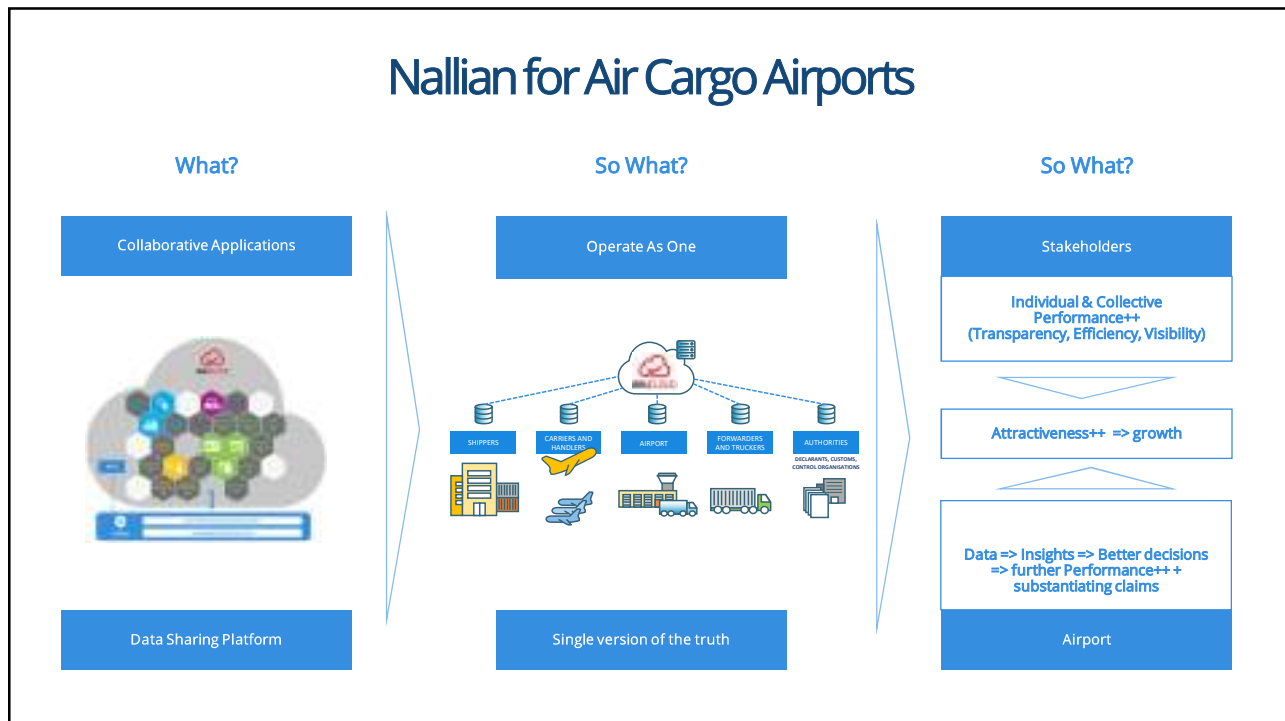
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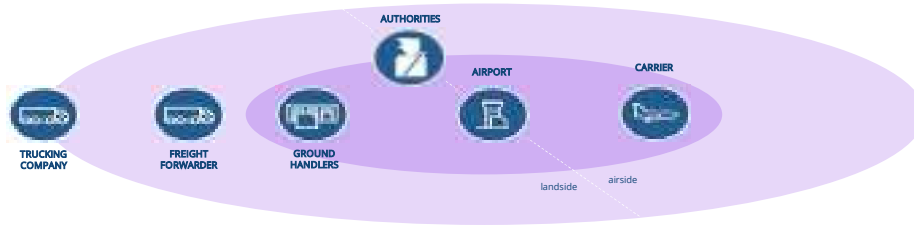
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## Already working together today

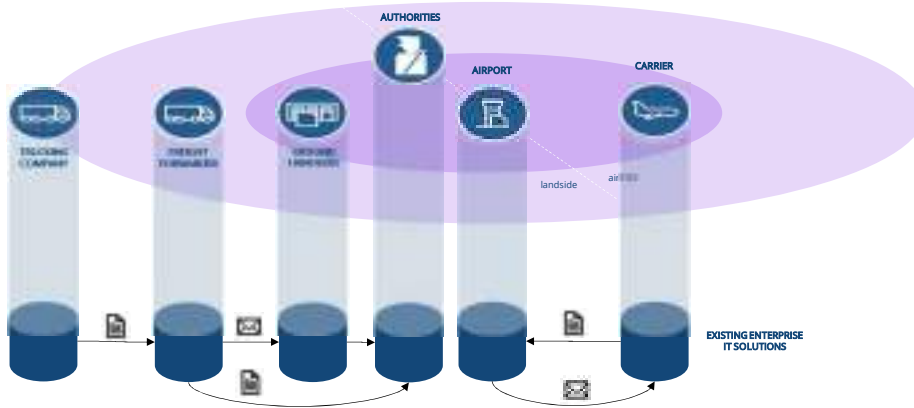
In practice, a large number of actors **collaborate on a daily basis** to provide services to their customers



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## Already working together today

Their enterprise systems support **internal** processes, but collaboration is often still done by sending messages ... or paper documents

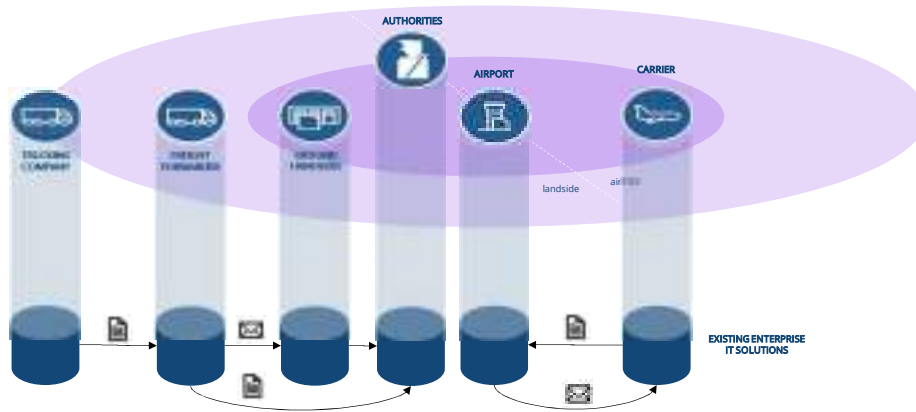


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## Already working together today – but has its limits

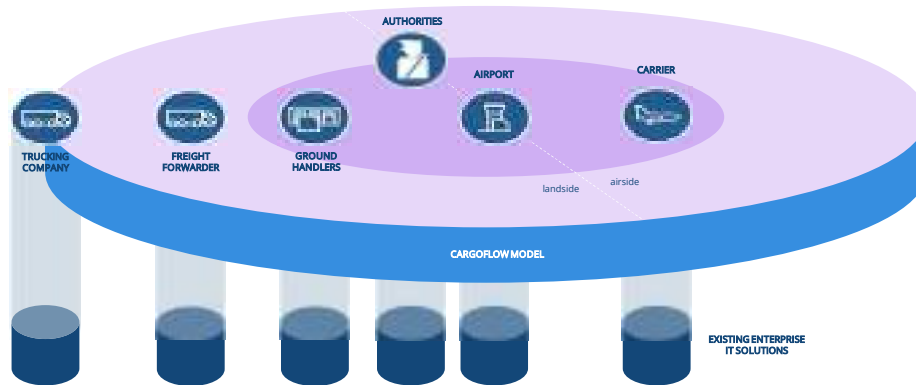
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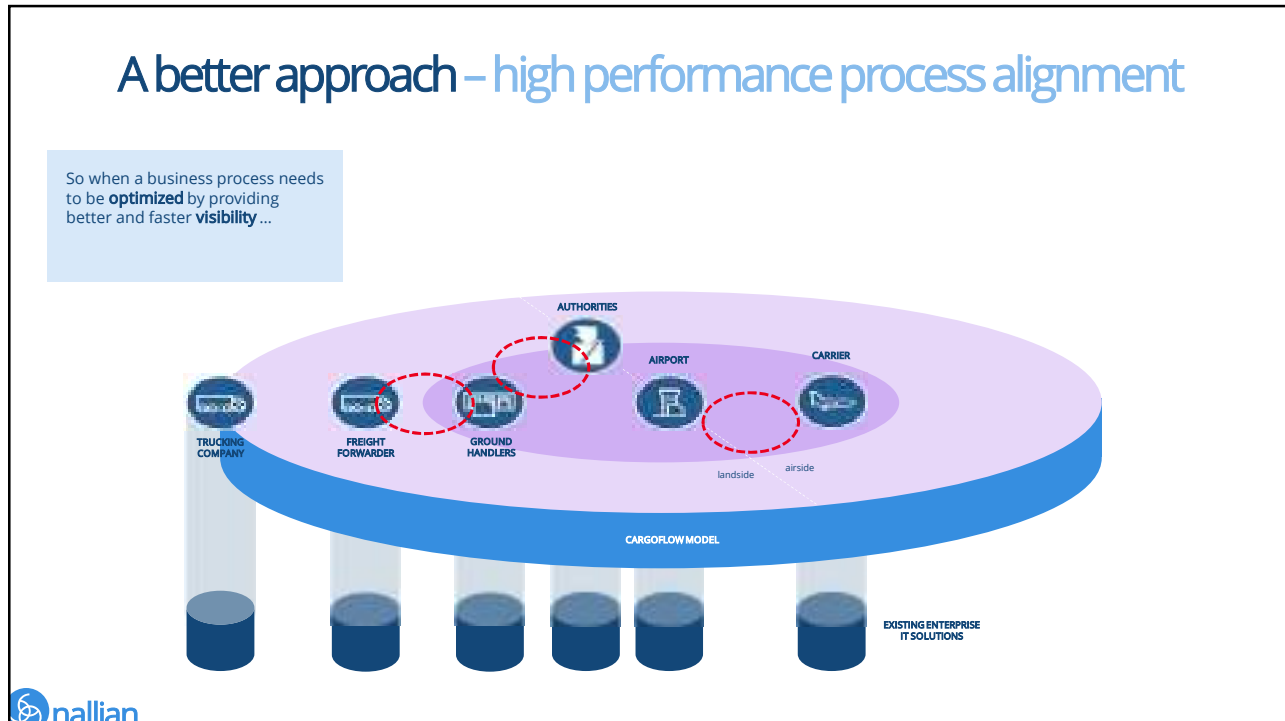
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## A better approach

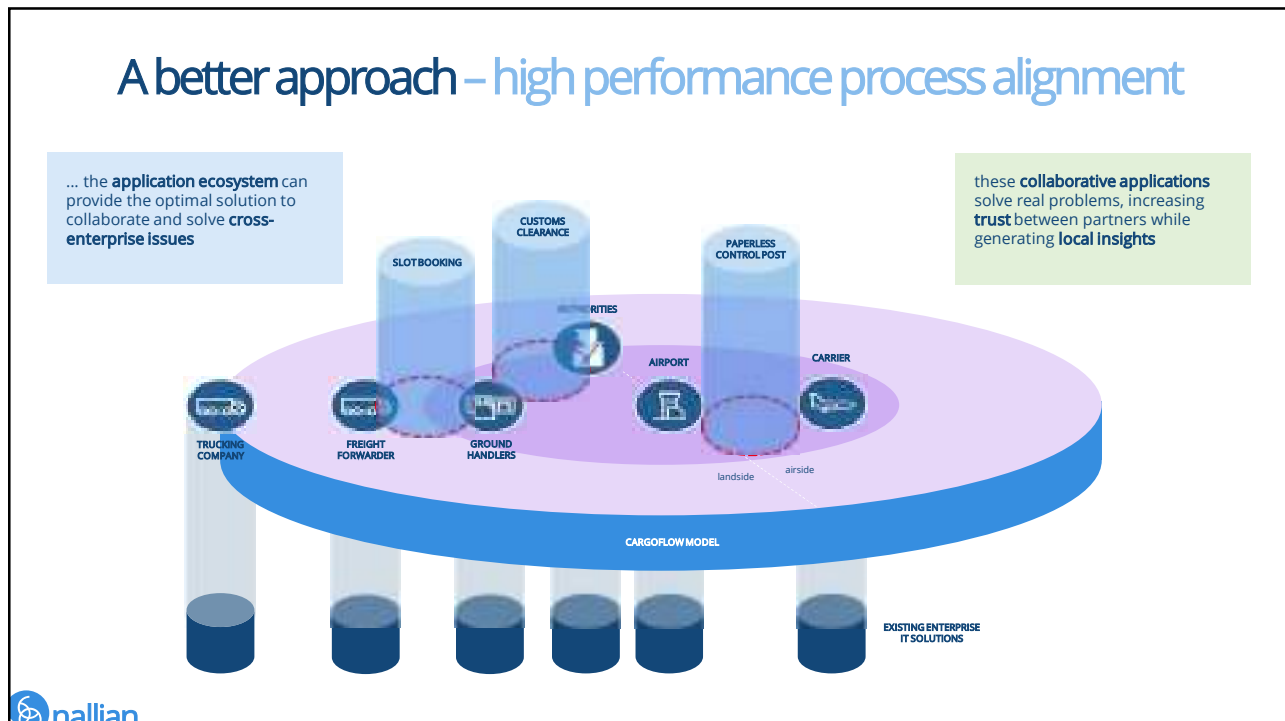
The **CargoFlow model** build a digital representation of all relevant interactions with clear **data sharing rules** enforced by each data owner



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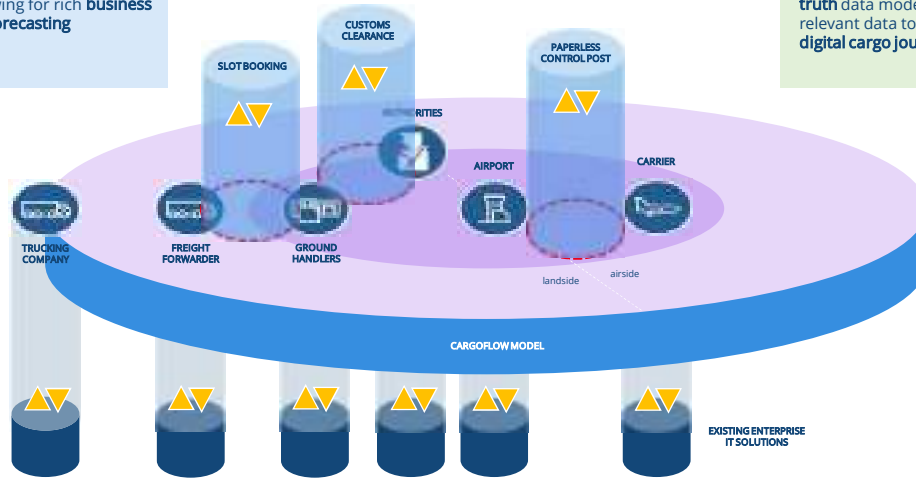


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## A better approach – on the fly enriching data

all available data is injected into a **data lake** allowing for rich **business analysis** and **forecasting**

the resulting **single-version-of-truth** data model contains all relevant data to understand the **digital cargo journey**

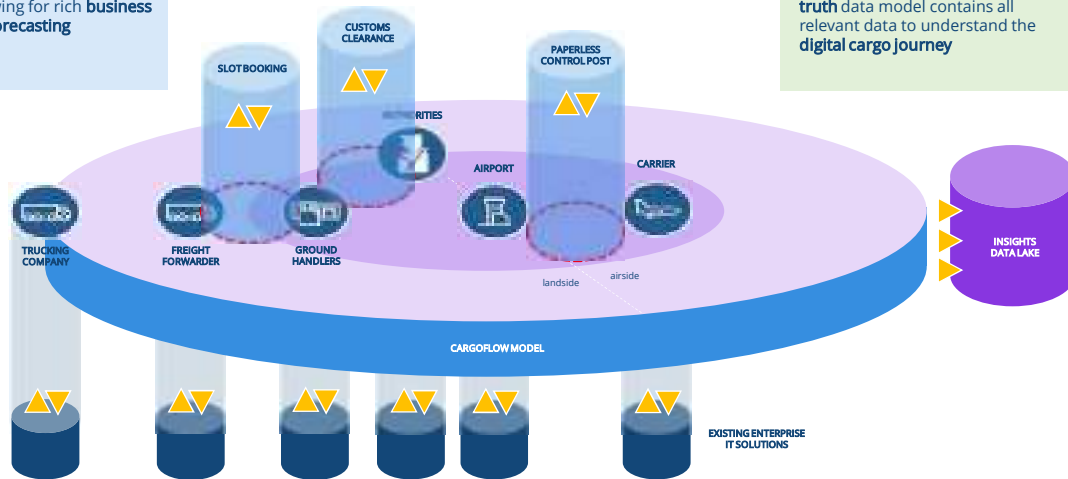


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## A better approach – better Insights, bus dev & decisions

all available data is injected into a **data lake** allowing for rich **business analysis** and **forecasting**

the resulting **single-version-of-truth** data model contains all relevant data to understand the **digital cargo journey**



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Logistics chain - even if well organized - is a relay.  
A virtually integrated team, operating 'as one',  
can outcompete any single player.

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## Economic results are clear – for all

\*The way we see it, this cloud technology is as important as another 20,000 square foot facility because it just improves the speed in which the cargo [moves].\* (Steven Verhasselt, LGG)

Using Nallian's Slot Booking application, we have reduced waiting times significantly, an average 30 to 60 minutes per pick-up or delivery, going to several hours during peak times.

**David Salzer**  
Airfreight Product Sales Director  
**DHL Global Forwarding**

Using the Analytics App helps us to make better decisions on when to invest our marketing budget.

**Steven Polmans**  
Head of Cargo Airlines  
**Brussels Airport Company**

With the Slot Booking application, we can better plan our resources and handle freight more efficiently. This gave us an **immediate efficiency increase of 5-10%**, with opportunity for further improvement.

**Mark Claryn**  
Regional Vice President  
**WFS**

**From 90 to 5 days**  
At Brussels Airport VAT, recovery time has dropped dramatically using The Customs Expert app.

Prior to using the Slot Booking app, the handling of a truck (paperwork + warehouse operations) would take on average 3 hours. Today this is done in only 2 hours.



## Ground handler LACHS increases productivity by 33% with Nallian's Slot Booking for Air Cargo

A coordinated approach of freight pick ups and deliveries at Liege Airport enables faster handling, smoothened peaks and idle times and stellar service quality while dealing with rapid growth.

**Slot Booking pioneer at Liege Airport:**

LACHS, Liege Airport Cargo Handling Services, is the first ground handler at Liege Airport to use Nallian's Slot Booking for Air Cargo application. It is one of the app on the LGG Cargo Cloud, the airport's data sharing platform geared towards improving operational efficiency, reliability and transparency at the cargo hub.


Ensuring the highest level of customer service while dealing with rapid growth was indeed one of LACHS' drivers to start using the Slot Booking app. The company, handling almost 200,000 tons a year and 500 trucks a day, saw its operations grow by 50% over the past two years. "Our main ambition was to improve the quality of our service, not to work faster but using the Slot Booking application we managed to do both", says Hossain El Bouayadi, IT Manager & Business Process Development at LACHS.

**LACHS' reasons to start using Slot Booking:**

- **Exponential growth:** volumes growing +50% over the past 2 years, up to almost 200,000 tons, puts a strain on operations
- **Peaks and idle times:** having no visibility on what's coming made it impossible to correctly plan staff and resources in view of actual demand
- **Long waiting times:** drivers waiting before and at the gates, due to lack of visibility on who would come and when and to time-consuming paper-based acceptance and warehouse processes
- **Planning and forecast based on historical data:** instead of actual 7 and then close
- **Continuous drive to improve customer service**

Decrease ambition was to improve the quality of our service, not to work faster. Using the Slot Booking application, we managed to do both.  
Hossain El Bouayadi, IT Manager & Business Process Development at LACHS

**Key benefits achieved**

 <b>33% productivity increase</b> Prior to using the Slot Booking app, the handling of a truck (paperwork + warehouse operations) would take on average 3 hours. Today this is done in only 2 hours, thus saving 1 hour per truck.	 <b>Smoothened peaks &amp; idle times, better use of manpower</b> Better planning of active flights peaks, visibility on planned pick-ups and deliveries enables planning of staff and resources in view of actual needs.	 <b>Maximising capacity according to cargo specifics</b> The ability to query capacity, outside according to a wide range of parameters, such as specific locations or cargo types, enables making better use of available infrastructure.	 <b>Less waiting time, better service</b> Highly coordinated together with pro-actively prepared goods and accelerated elaborate drivers' waiting times and increase quality of service.
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## Swissport streamlines freight management operations with Nallian's Slot Booking for Air Cargo

Using the Slot Booking app integrated with their kiosk system enables the handler at Brussels Airport's cargo hub to smoothen peaks, reduce stress on operational staff, reduce waiting time and plan staff more efficiently.

**The highlights**

Swissport Cargo Services is the first ground handler at Brussels Airport's cargo hub to use the Slot Booking app together with their kiosk system for self registration. The introduction of Slot Booking helped the ground handler to smoothen peaks, reduce stress on operational staff, provide better service and plan staff more efficiently.

**Better visibility, flattened peaks**

Lutz Lohse, Deshouwer, Operations Support Manager: "One of the key benefits of the Slot Booking app is that we now have better visibility on who is coming when. Peak times used to be very challenging, with all trucks arriving at nearly the same time, leading to long waiting times, busy discussions on who is to be served when and hence a lot of stress for our acceptance staff. Today, we can better channel activity in view of capacity. We still face peak times, but have been able to attenuate the so-called 'superpeak'. For example, we'll still see a lot of activity between 7 and 10.30 a.m., but trucks will no longer all show up at 7 a.m."

**Key benefits**



**Smoothened peaks**

"We can better channel activity in view of capacity. We still face peak times, but have been able to attenuate the so-called 'superpeak'."



**Less stress for operational staff**

"We can have visibility on who comes when, there is less discussion on when to be served first. This eases a lot of stress for our acceptance staff."



**Faster acceptance, less waiting time**

"We improved our acceptance process a 300%. Drivers who use the Slot Booking app are prioritised. They don't stand in line and are served right away. It helps registration flow. (Slot 4 Slot Booking) speeds up the process and makes pilots."



**Better use of resources**


"Having visibility on who comes when allows us to allocate our staff smarter. In particular during off-peak times, we can now better reuse the required amount of resources."

"We improved our acceptance process a 300% and have now full control of the entire flow."

Tom Luyckx, Quality Manager



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Drivers with a booked Slot enjoy priority treatment.


**Advice for future Slot Booking users**

Leveraging their experience with implementing and using the Slot Booking app, Lohse and Deshouwer recommend handlers who are about to start with the Slot Booking app to take the following into account:

**Start small**  
Start small, with a limited number of gates and scale once the process is duly validated. Pay enough attention to feature the relevant time flow.

**Involve the right people in testing**  
Involve both management and operational staff. Encourage enough people with authority are present to support, accompany and supervise during the training. Get booked yourself. And repeat where necessary.

**Start manually then activate the kiosk**  
When integrating the Slot Booking app with a kiosk system, start with a manual registration process and activate the kiosk once people are used to the process. It helps installing the right operational habits, for example to always first check the planning during registration.




"Today, we can better channel activity in view of capacity. We have been able to attenuate the so-called 'superpeak'."

**Better planning of resources**

Having visibility on planned pick-ups and deliveries makes it also easier to organise manpower in line with actual demand. Tom Luyckx: "In particular off-peak and during night shifts this allows us to better plan our resources, so we always have the right amount of staff available to serve our customers' quality service."

**Fast adoption**

According to Lutz Deshouwer: "The Slot Booking app is a very intuitive, easy-to-use system. In just a couple of weeks the system was accepted and we had all users up and running. Training was provided to all people involved; we explained how the system works and why we are using it and coached people on the fly - both our internal staff and the pilots. During the pilot phase, we needed to adjust a couple of practical things - for example, we forgot to take into account the change in shifts in the planning, which resulted in a 25-minute gap, but this was very easy to adjust."



Lutz Deshouwer: "The Slot Booking app is a very intuitive, easy-to-use system."

**Want to know more?**  
Visit [www.nallian.com](http://www.nallian.com) or contact us at [info@nallian.com](mailto:info@nallian.com).

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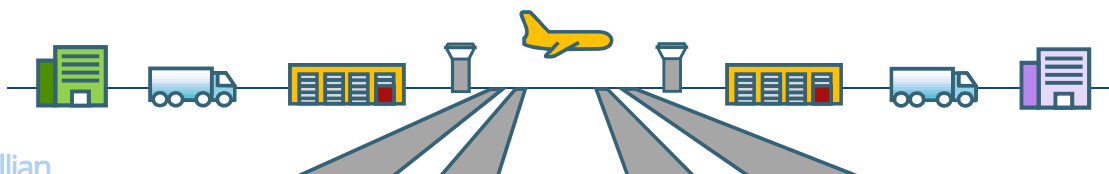
## Community marketing speeds adoption



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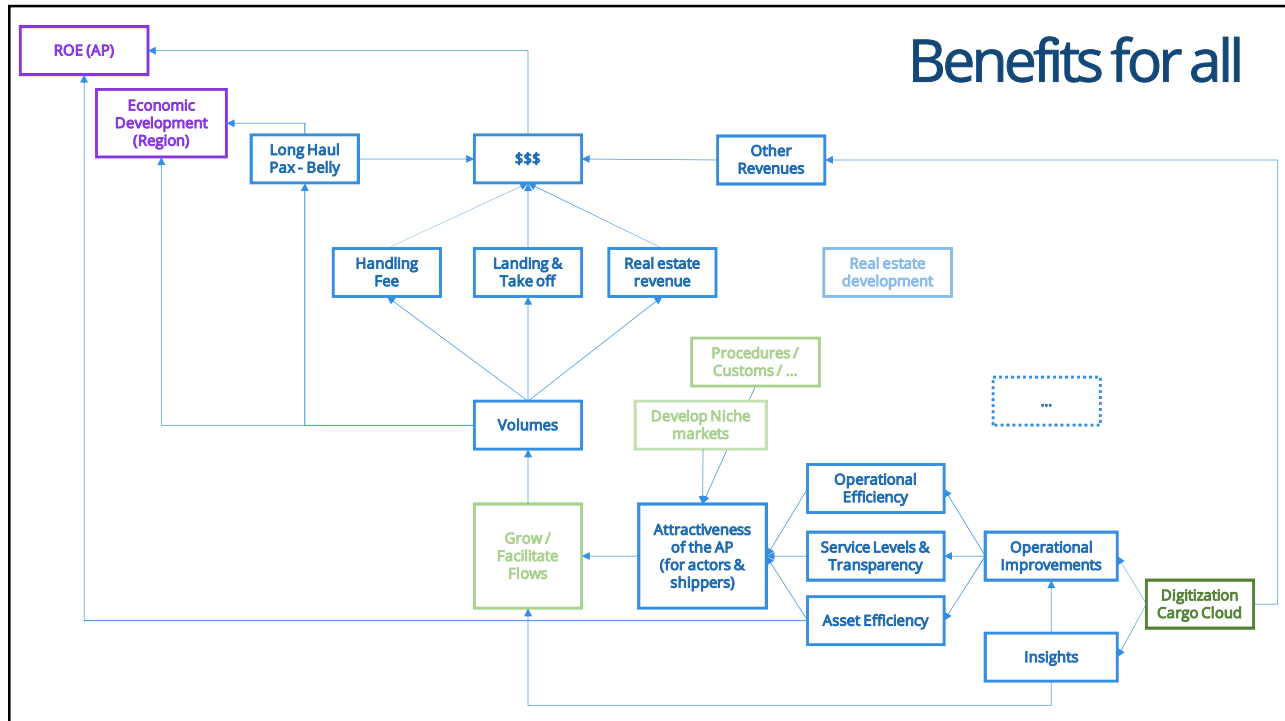
## Airport Cargo Cloud

Cloud based **data sharing platform** and set of **collaborative apps**, **synchronize X-company processes** around a **single truth**.  
 Helps fragmented airport cargo communities to **operate as one**.



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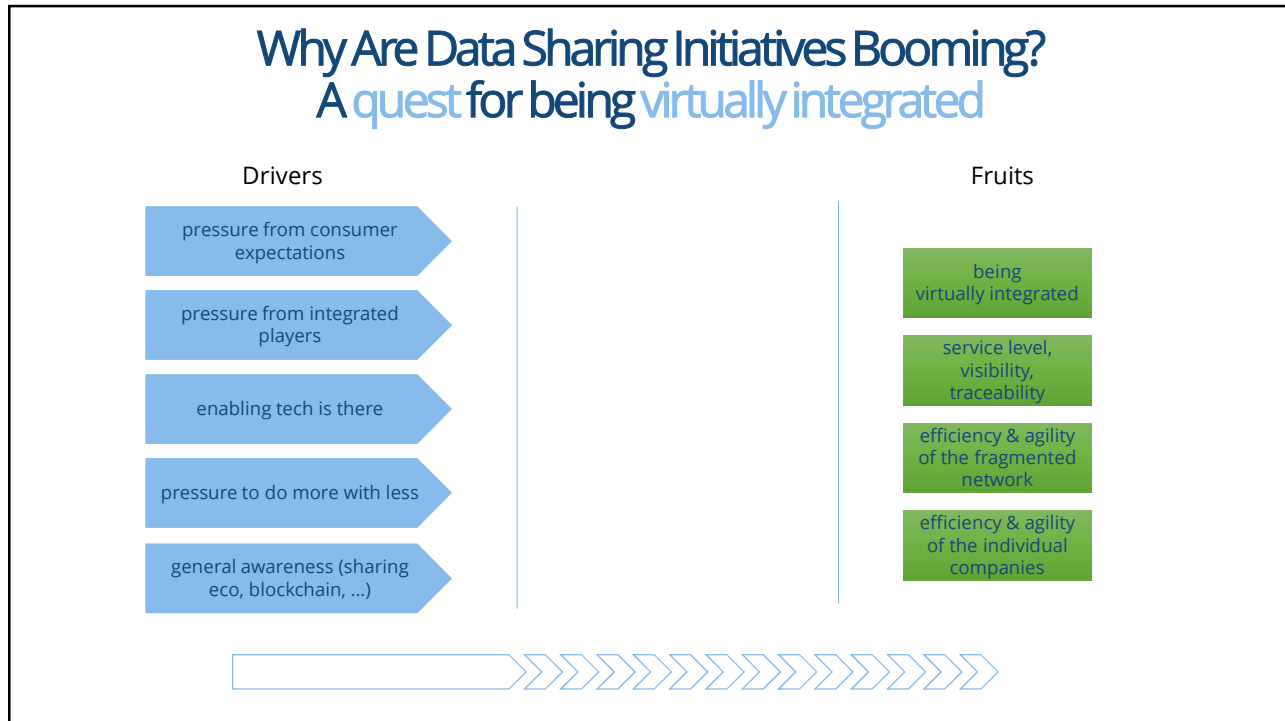


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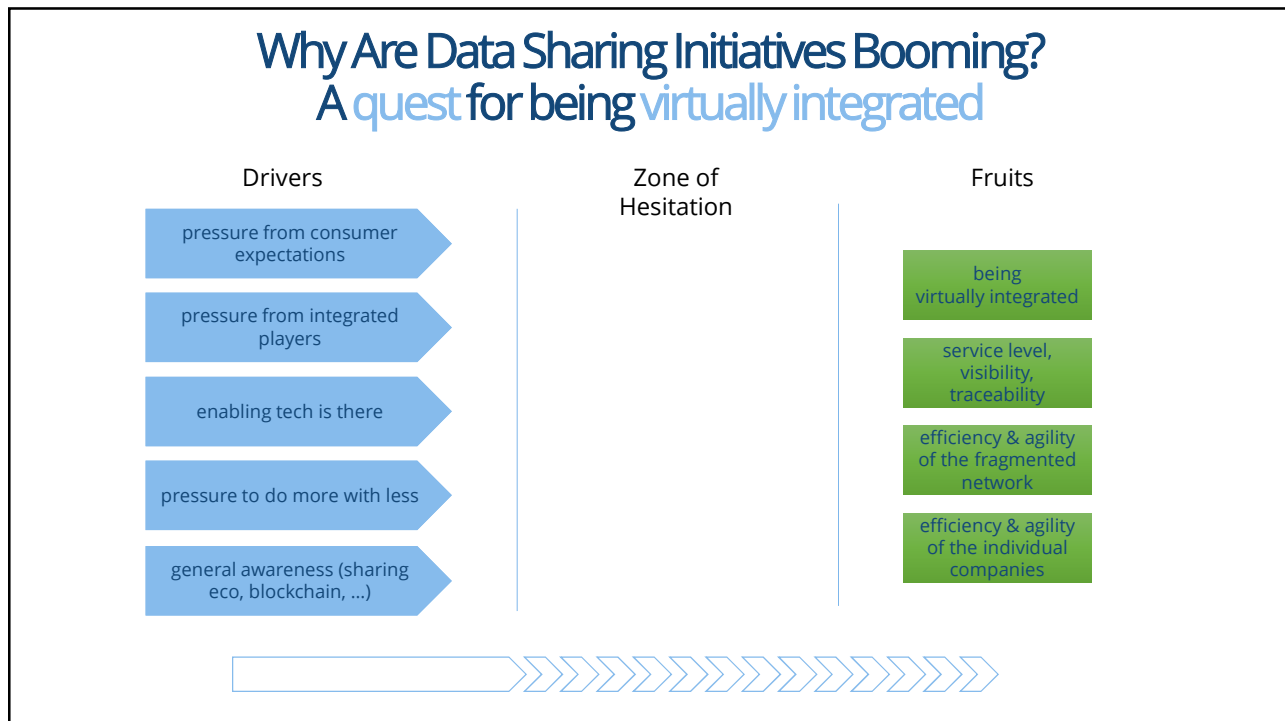
# The Zone of Hesitation

Typical "community Hurdles" along the road

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## "Can I really trust that my data is safe?"



Legitimate concern.  
Make sure the data sharing initiative is built on a rock solid core.

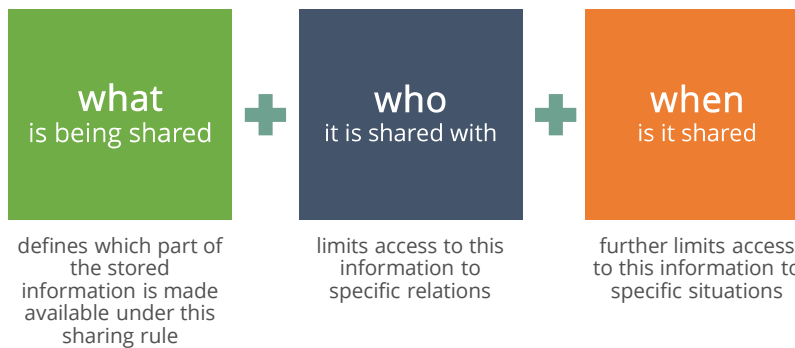
Shared Data (OS) 

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Shared Data (OS) 

## Tight Control: Set of Principles enforced by an Operating System for Multi-Enterprise Shared Data

### Rule based Data Sharing Engine



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“I’ll join if I get \$ for my data!”



Expecting a return is legitimate.

Know that individual benefits come largely indirectly.

Focus on the use cases, and start these fast, with coalition of the willing.

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“I’ll join when all the others have joined!”



That’s a legitimate position.

But doesn’t really work in a community setting.

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“But I’ve just invested in system XYZ!”



Super!

Data Sharing Platforms complement and augment the existing internal systems, solving issues that no-one can solve on his own.

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“Loads of integration work?”



Make sure you pick a platform that understands everything.

Most is rerouting of existing messages

Some is API based.

The rest is humans with a browser

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“But I want to use app X from my provider Y!”



Great!

Again, openness!  
Empowering an open ecosystem

- Freedom of app providers
- Freedom to interconnect with other platforms

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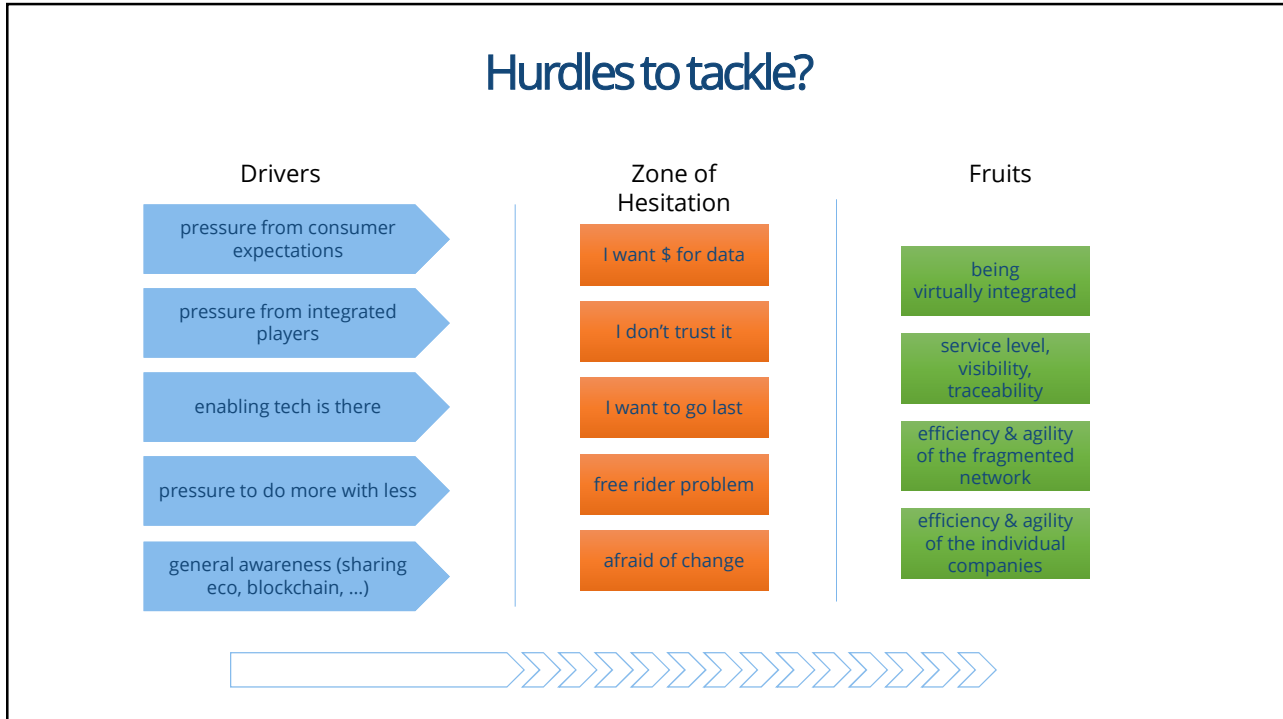
“But I want to use my own BI tools!”



Perfect!

Again, Openness!  
Private Data lake as one of the apps?

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## It's a mental thing Needs technical trust AND social trust Lots of leadership in community & trust building

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Let's look at BRUcloud