



## **ETIHAD AIRWAYS AWARDS IBS SOFTWARE A MULTI-YEAR CONTRACT**

**ABU DHABI: October 16, 2017.** IBS Software (IBS) has been selected by Etihad Airways to implement its award-winning cargo management solution, iCargo. The multi-million dollar, multi-year contract was signed in Abu Dhabi last week.

The engagement will see iCargo system manage the airline's air cargo sales and operations worldwide, automating its network-wide booking, pricing and capacity management functions with real-time revenue management based evaluation capabilities. iCargo will also perform real-time shipment status monitoring and quality management as shipments traverse its extensive network.

David Kerr, Senior Vice President, Etihad Cargo, said: "iCargo will enable us to be available to our customers 24 hours a day through a

fully integrated online booking portal. This will significantly enhance our customer service offering.

“We are also working with IBS to develop the functionality to support our customers with our product provision, loyalty programme and incentives programme. The development of this platform will allow Etihad Cargo to implement end-to-end integration of processes, provisioning for real-time data and greater operational efficiencies.”

“To be chosen yet again by a leading airline is a reiteration that iCargo is the most definitive air cargo management solution in the world today. We welcome Etihad Airways to the growing list of iCargo customers and expect to be a transformational partner in their quest to achieve increased operational efficiencies, cost optimisation and growth. This alliance is a testimony to our capability, professionalism and commitment to add value to the business requirements of global airlines. This is a strategic milestone for IBS and heralds the beginning of a long and productive business relationship,” said VK Mathews, Executive Chairman, IBS Group.

IBS was selected to replace Etihad Cargo’s existing system after an intense selection process that spanned several months. Once implemented, iCargo will connect an international team of users

across the business and will interface seamlessly with a host of other system applications within the IT landscape of the airline. The real-time availability of operational information through iCargo will help generate actionable intelligence, vastly improving and streamlining the selling process, revenue generation and quality of service. In addition, through its online booking capability, Etihad Cargo will enable an additional channel that will allow it to be open for business 24 hours a day.

Etihad has chosen iCargo as part of its move to a futuristic and fully integrated platform. In the new business model, where IT becomes the enabler, iCargo will address the airline's need for a solution to manage their inventory sales and operations.

Etihad Cargo is the cargo division of Etihad Airways, the national airline of the UAE. From its hub at Abu Dhabi International Airport, it operates a fleet of 10 freighters, which is complemented by the bellyhold capacity on its passenger fleet of more than 100 aircraft, to Europe, North America, Asia, Australia, the Middle East, the Indian Subcontinent and Africa. The business serves various industries, offering specialised products and services covering general and premium freight, as well as valuable cargo including live animals.

iCargo is an integrated solution that supports the requirements of airlines' freight business providing enhanced web-enabled features that optimise operations, enhance profitability and provide scalability. The solution helps manage the increasing volumes of cargo movement requirements of freighters, ground handling agents as well as airports. Capable of addressing the needs of all kinds of cargo operations – large or small, combination or pure freighter, LCC or full service - iCargo now powers the cargo business of 25 customers including cargo carriers and ground handling service providers across the globe making it the leading cargo management solution for the air transportation industry.