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R. Kumaran,
Chief Information Officer, Flyjac Logistics.



About the Customer

Flyjac Logistics Pvt. Ltd. was started in 1990 to cater to the growing requirement of Corporate Customers in the field of total Integrated Logistics and Supply Chain Solutions.

Flyjac has over 1200 employees at 27 locations in India. It has presence in 40 countries and has a network of agents around the world.

Guiding Philosophy

One of Flyjac's guiding philosophies is to partner with their customers to build a seamless value chain.

IT played a significant part to realize this mission.

The company decided to develop an in-house application to handle their business. Later, this new application was deployed at different Flyjac locations.

The Challenge

As the customer base grew, Flyjac found that the information and business flow were not streamlined. Further, Flyjac's existing IT System, by design, had to be deployed at various locations. This resulted in decentralized information and this was one of the main challenges facing Flyjac.

Visibility, capture and reporting of business information were the other shortcomings of the existing IT System.

The company needed a centralized system that can build a seamless value chain, which is easy to use and deploy.

The Solution

Flyjac evaluated various service providers having business knowledge and experience to meet the challenge.

Flyjac zeroed in on 4S eTrans, a multi modal transport management system - offered by Four Soft.

4S eTrans is a web-centric application that is designed and developed on J2EE technology.

It has built in accounting and is capable of interfacing with external systems. systems.

The Bottom Line

In 2002, 4S eTrans was deployed at two Flyjac locations.

The benefits were obvious.

With 4S eTrans all transactions are centralized and status of each transaction is visible to all parties involved.

"4S eTrans helped us to centralize data and helped in the decision making process with the MIS reports. Being a web-centric application, data visibility and tracking by different locations was made possible" said R.Kumaran, Chief Information Officer, Flyjac Logistics Pvt. Ltd..

Later in 2003, most of the locations went live.

"4S eTrans is extensively being used to support the complex freight forwarding business models which has helped us a lot in streamlining rates management, real time status update, etc." explained R.Kumaran, Chief Information Officer, Flyjac Logistics Pvt. Ltd..

"4S eTrans is helping us with the visibility of bookings from various international locations. It also provides us with the consolidated reports of different gateways" says R.Kumaran, Chief Information Officer, Flyjac Logistics Pvt. Ltd..

Going forward, Flyjac wants to use the improved CRM module of 4S eTrans and give access to the agents to further stream line their business.