

Mercator Case Study

Swiss World Cargo adopts Mercator's SkyChain

Design ♦ Build ♦ Operate ♦ Support



"The choice of a new IT platform is probably the most critical decision yet in the young history of Swiss WorldCargo. Mercator's cargo solution has enabled us to consolidate our position at the forefront of the industry in terms of innovation and focus on the needs of specific niches."

- Oliver Evans, Chief Cargo Officer, Swiss International Air Lines -

Swiss WorldCargo is the cargo division of Swiss international Airlines with formidable reputation for its high quality cargo product.

Not long ago, however, they faced a challenge. Their passenger counterpart decided to migrate away the airline's reservation and departure control system from the main frame shared with the cargo reservation and operation system.

This meant significantly higher IT operating cost to be borne by the cargo division, which would now have to bear the cost of the complete mainframe infrastructure.

The risk was augmented by high cost of system modifications and maintenance in the mainframe environment, which was both time consuming and costly. In addition, the cost of efforts in managing disparate satellite systems which were not interfaced with the mainframe environment led to duplication of effort, error prone data and multiple standards.

The situation was worsened when SWC's hub-based ground handler announced its migration away from the cargo reservation and operation system shared with the airline to their own independent IT system. This meant even higher collaboration costs and new risks that could impact SWC's high quality cargo delivery.



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In response to these problems, SWC made a decision to replace their 32 year old legacy cargo reservation and operation system with clear objectives for the replacement:

- (a) Safeguarding the airline's unique business model;
- (b) Tightly containing its business and IT operating costs; and
- (c) Establishing a platform that would enable the commercial ambitions of the airline into the new era.

A specialist team of SWC experts and industry consultants surveyed and benchmarked cargo solutions available in the market against the airlines' requirements and objectives.

SWC were in search of a strategic IT partner with a strong and flexible Cargo product offering, backed with the knowledge to successfully migrate an airline from its legacy platform.

After careful investigation, SWC chose Mercator as its IT partner for its New Generation Cargo Solution, SkyChain, as the company and its product best met the requirements and objectives laid out by SWC.

The Mercator and SWC team managed the project to successfully cutover 400+ users to SkyChain without a safety net.

With SkyChain, SWC users worked off a single comprehensive integrated system in new generation technology instead of disparate systems in legacy technology. A flexible design allowed the system to be quickly adapted to SWCs unique business model and processes.

The internal user survey of SWC employees carried out months after cutover confirmed a high level appreciation and positive perception of the new system and its impact to day to day business operations.

Custom built interfaces allowed all important information to be shared with its hub-based ground handler by retaining close collaboration between the teams to protect its reputation for high quality cargo delivery.

By choosing SkyChain, SWC management succeeded in significantly driving down IT and business operating costs, achieving higher levels of profitability and improving their customer service experience and safeguarding the airline's unique business model- the SWISS business model.