TCS DigiCargo™
Travel, Transportation & Hospitality

To know more
Visit the Travel, Transportation & Hospitality page on tcs.com
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About Tata Consultancy Services Ltd (TCS)
Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India’s largest multinational business group, TCS has over 453,000 of the world’s best-trained consultants in 46 countries. The company generated consolidated revenues of US $22 billion in the fiscal year ended March 31, 2020, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS’ proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit us at www.tcs.com.

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Companies that ship products to customers know the importance of velocity, visibility, and efficiency. A real-time view of shipment location and condition gives logistics service providers and shippers the tools to monitor and take control of the cargo while consignees get their peace of mind. Add workflow-based exception management and prediction and prescription insights powered by analytics and machine learning technologies, and you get a winning proposition which enables rapid addressal of service failures, mitigation before excursion, salvage before damage, and insights that are proactive than reactive.

TCS DigiCargo™ is a connected cargo solution that uses real-time shipment and asset sensor data as well as data from multiple enterprise systems to provide 360-degree visibility of the shipments or assets being monitored. Descriptive analytics and predictive insights further augment the solution USP, thus making every shipment and asset intelligent. Move up in customer value and fulfillment easily and rapidly with an exciting partnership with TCS.

Overview

Visibility is Core

Freight transportation is complex. As cargo moves from origin to destination, it can change multiple modes, multiple carriers, cross-dock, or tranship locations and be subject to multiple physical handlings. External factors like heat, humidity, rain and rough driving terrain also influence in what shape the cargo finally arrives at the consignee's end.

Damage, theft, shortage, spoilage, contamination, and delay are some events that every logistics manager bounces into on a daily basis. Needless to say, all these come at a very high cost.

There are inefficiencies in asset utilization also. Trailers and other material handling equipment also do not get utilized to the maximum due to poor visibility of their location and availability.

The challenge compounds when exceptions begin to occur. This is when the logistics manager begins to scramble to set right the issues. Search multiple systems to check shipment-related data, open several spreadsheets to look for the account SLAs, make multiple phone calls to concerned personnel, send SOS emails for rapid action, and so on. The result is a manual, disjointed, and unoptimized effort to resolve impending service failures. The bottom line therefore is – you cannot manage effectively when you don’t have a single pane of view of what is happening.

Our Solution

TCS DigiCargo easily resolves the above issues by leveraging real-time sensor data, enterprise systems data, as well as data from news, feeds, and social media to present a single version of the truth of shipment status and condition along with predictive and prescriptive insights for potential issues mitigation.

Features include:

- **Robust IoT devices:** Our partner ecosystem brings in the hardware expertise with a broad range of IoT devices as per the requirement
- **Intelligent insights:** Intelligence services providing dynamic expected time of arrival (ETA), temperature fluctuation probability, tumbling window-based mean kinetic temperature and relative humidity, theft prediction, route, location, and dwell time analytics, and impact analysis of external events
- **Multi-party collaboration:** Seamless integration with multiple stakeholders via a single cloud-based platform
- **Workflow-based exception management:** Command center to provide a single pane view of what is happening and what is going to happen and respond quickly to exceptions

Benefits

TCS DigiCargo addresses a wide spectrum of problems and provides the following benefits:

- **Complete control:** The solution provides complete end-to-end control over the movement of shipments and assets.
- **Reduced losses:** Predictive insights and real-time information help in identifying issues before they happen. Timely interventions can help eliminate or greatly reduce any losses arising from excursions. Costly claims payouts can be avoided.
- **Improved efficiency:** Better asset utilization and improved shipment turnaround time is possible.
- **Improved revenues:** Unbilled accessorial charges, detention/ demurrage charges can be precisely calculated and billed, thus plugging revenue leaks.
- **Superior customer experience:** The solution has all the building blocks to assist in seamless visibility of transportation to all stakeholders and ensuring cargo arrives at the right time, at the right place, and in the right condition.

The TCS Advantage

A partnership with TCS helps you deliver superior customer services through the following differentiators:

- **Leadership in IoT platform and solutions:** A leader in IoT platform and solution implementation, TCS has developed a deep understanding of its customers’ business, which helps us provide solutions to industry-specific problems.
- **Partnership and innovation-led approach:** Our core solution includes AI- and ML-driven predictive insights that provide business benefits and rapid return on investment to our customers. We deliver industry innovations through our rich and diverse Co-Innovation Network™ (CoIN), which comprises of research and academic institutions, alliance partners, industry bodies, start-ups, and venture capitalists.
- **Mitigate any potential losses:** The predictive insights not only provide the current view of the shipment condition but also a predicted future view in order to resolve any impending service failures beforehand, reducing the shipment time and additional costs incurred due to damage.
- **Technology and platform-agnostic solution:** Our solutions are agnostic to technologies across sensors, devices, communication networks, and the cloud. Integrate cargo intelligence into your business operations and create a consistent customer experience.
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