

Civica's FreightPac streamlines complex logistics and customs processing for freight forwarder ITM



International Trade Management
Delivering Success™

Seeking to eliminate inefficient paper-based documentation, this progressive international freight forwarder partnered with Civica to collaboratively customise FreightPac to transform business processes.

International Trade Management Ltd is a leading APAC provider of freight forwarding services for the import and export of goods. Starting out 120 years ago as a customs office in Melbourne, ITM is now based in major ports and airports around Australia, New Zealand and China.

John Antoniou, Chief Executive Officer at ITM, has worked for the organisation for over 20 years. During his time in this very competitive industry, he has seen a massive shift in the way freight is processed and knows that staying ahead of the curve in terms of both technology and business processes is critical to their success.

"We have now re-engineered our entire business with the help of Civica and the results speak for themselves."

John Antoniou,
ITM CEO

Benefits and outcomes

- ▶ Easy co-sharing of documents through centralised system
- ▶ Customers can nominate their own tailored request notifications
- ▶ Paperless environment, saves money and time
- ▶ Integrated with Australian Quarantine and Inspection Service's required documentation and the Department of Agriculture's Online Lodgement System

Significant reduction in costs

on printing and other administrative efficiencies



Hundreds of hours saved

through centralised document sharing



Working collaboratively to create an innovative solution

Once ITM made the decision to take their business to the next level, a framework of desired software capabilities was developed by a handpicked design implementation team that comprised of ten experienced ITM users and four technology experts from Civica. Together, a process of testing and enhancements to both software and business processes began.

"Being innovative and at the forefront of your industry is tricky because what we wanted did not exist. That is why we engaged Civica to build our vision for the future. The team from Civica were fantastic. They knew exactly what we were aiming for and patiently tested all processes to make sure they matched our needs. During this journey we learnt so much and discovered we could further enhance our original ideas way beyond what we thought were possible." Mr Antoniou said.

Working closely with the ITM users during the design/implementation phase was a critical part of the successful implementation. Not only did the users have a stake in the final result but the regular feedback sessions conducted by Civica meant that the project stayed on track and true to the vision.

Transformation through business process re-engineering

Once the project was rolled out to all 90 ITM users the full extent of the transformation was realised.

"We have now re-engineered our entire business with the help of Civica and the results are stunning." Mr Antoniou said. "Staff who once were tied to their desk doing repetitive paperwork can now have more flexibility due to artificial intelligence and machine learning implementation".

"Our whole experience of co-developing the FreightPac offering to suit our goals has been a straightforward experience for ITM. We knew the product could be tailored to achieve the type of radical transformation we were looking for and are very proud of both our internal team and the experts from Civica who made this happen. The level of confidence that comes from working with a well established multi-national like Civica gave us a high-level of trust in the project and we look forward to engaging with Civica into the future as we strive to continually improve our business".



"FreightPac has automated our business processes, enhanced customer experience and reduced costs. Manual error-prone tasks are now a thing of the past with the implementation of intuitive workflows and automated customs handling - helping stay at the forefront of our industry."

John Antoniou,
ITM CEO