



## Making Waves with Container Carrier Operations Solution



**KAMBARA KISEN Co., Ltd.**

*Since its founding more than a century ago, Kambara Kisen has become an established name in international transport as it has worked some of the world's busiest trade routes.*

Over the decades, its service network has expanded from East Asia to a global footprint covering Southeast Asia, India, and the Middle East. Despite sea-changes in customer demands and the markets, Kambara Kisen has stayed on top of its game through continuous innovations in optimizing service routes and logistics costs, improving efficiency, and moving towards eco-friendly business practices.

### CHALLENGES

With massive changes over the last four decades wrought by changing global trade flow and tighter competition, Kambara Kisen was keen to future-proof its business by transforming core processes.

*The team recognized that doing this would require a solution to:*

- Enhance its operational efficiency and yield optimization, and unlock its potential
- Optimize its IT assets and budget as the company was maintaining data centres in two countries
- Optimize its documentation and operations process for greater flexibility in complying with changing customs rules

**“** *OPUS Container enabled us to bring our global shipping operations under a single umbrella. Where we used to manage multiple diverse systems in different regions, we now use a single interface drawing on centralised data in real time. This single instance of distributed system by region has had a huge impact on our operational efficiency and productivity.* **”**

**Sueda Tetsushi**

*Kambara Kisen Co., Ltd, a Tsuneishi Group Company*



## SOLUTION

*The OPUS Container solution, a complete integrated shipping operations solution that unifies, standardizes and systemizes all container line business processes, fulfilled all these needs, and more.*

The solution enabled Kambara Kisen to have a complete overview of the entire container shipping business process, from booking to delivery. In addition, Kambara Kisen became one of the few container shipping companies with the capability to plan service routes all the way from the inland starting point right to the end-point. Not only can the company now design routes to maximize profitability, it also acquired a bird's-eye view of its global equipment, allowing it to respond quickly to fast-changing needs. These have culminated in more responsive global resource deployment, optimized operations, cost savings, and smarter asset utilization.

A centralized system also meant that multiple data centres could be done away with, and the IT operating budget became a fraction of the legacy system's costs.

OPUS Container's use of intelligent algorithms has also allowed for real-time automation and validation of data capture, improving decision-making and productivity, and reducing capacity for human errors. This has been crucial in making the company ride through the 2014 customs changes by Japan and China, and come out on top. Complementing this are OPUS Container's simulation and exception management capabilities, which have supported Kambara Kisen in anticipating and planning around exception cases such as port skip, vessel delay and irregular operations.

OPUS Container's user-friendly interface and web-based functionality meant anytime, anywhere accessibility on any Internet-enabled device, which revolutionised reporting and data management. Departure data that used to take at least four hours to pull together can now be done in less than a minute – a 99 per cent jump in productivity rate. Staff are now able to channel time savings into more value-added functions for clients, such as evaluation and analysis.

## RESULTS

With OPUS Container, Kambara Kisen can provide better service offerings. For instance, since 2015, Kambara Kisen has been able to provide customers in Japan and China with access to their shipment information via a one-stop web-based system, with a year-on-year increase in customers accessing data such as shipping schedule and status, and exchange rate. Such data transparency has in turn helped Kambara Kisen's customers achieve greater operation efficiency, resulting in greater satisfaction.

**“** OPUS Container has truly revolutionised our business model by enhancing our operation efficiency and yield optimization, and bettering our service offerings. This has been integral in our portfolio as a leader in covering the entire logistics process from door to door. **”**

**Sueda Tetsushi**

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CyberLogitec empowers the world's supply chain with advanced technologies that solve operational challenges and meet the exacting demands of our industry. From maritime shipping operations, port and terminal operating systems to logistics forwarding and warehouse management, our integrated solutions help your business respond swiftly to changing operational needs. Our technology's advanced algorithms digitize and automate data exchanges to improve efficiency, competitiveness, productivity, and service, no matter which part of the global supply you operate within.

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