



80% Productivity Boost and 50% FTE Reduction: Automating Airway Bill Processing for a Global Cargo Leader



This intelligent orchestration minimized human intervention, ensured consistency, and enabled real-time operational visibility—laying the foundation for scalable, future-ready cargo handling.

As one of the world's largest international cargo airlines, the client manages complex operations at scale, shipping over 1.8 million tons of cargo annually across 190+ destinations.

A key challenge was the highly manual collation of airway bills from multiple geographies upon shipment receipt. This created bottlenecks in real-time updates to the Cargo Management and Warehouse Operating Systems, risking revenue leakage and errors in a high-pressure, 24/7 environment where precision is non-negotiable.

AUTOMATING AIRWAY BILL MANAGEMENT ELIMINATING MANUAL BOTTLENECKS

To address the client's need for speed, accuracy, and round-the-clock reliability, IGT Solutions deployed an automation solution that streamlined the collation and processing of airway bills into the Cargo Management System (CMS). Introducing bots into the workflow significantly reduced the manual burden on sales teams, ensuring real-time updates and operational continuity across geographies.

Here's how the automation solution helped:

- The system uses OCR technology to extract and ingest data from each received Airway Bill (AWB) document, and makes the information available without manual intervention
- It creates an AWB entry with all relevant consignment details and applicable charges
- It logs into the Warehouse Operating System (WOS) and inputs shipment data for inventory tracking
- It acknowledges receipt of the consignment, closing the loop on initial shipment processing

AUTOMATION DELIVERS EFFICIENCY, PRODUCTIVITY, AND COMPLIANCE ACROSS THE PROCESS

The solution delivered significant business benefits for the client, including a drastic 99% increase in airway bill processing accuracy. It led to a 50% reduction in full-time employee (FTE) effort, enabling better resource utilization. Productivity improved by 80%, allowing faster and more efficient processing of airway bills. Most importantly, the solution ensured 100% SLA compliance, enhancing operational reliability and customer satisfaction.

AT A GLANCE

INDUSTRY

Air Cargo Carrier

THE CLIENT

The client is an international air cargo carrier.

CHALLENGE

Delays and inefficiencies due to a highly manual airway bill processing workflow, requiring a faster, more accurate, and 24/7 solution to maintain real-time cargo operations across global terminals

SOLUTION

Deployed an automation solution using OCR and bots to streamline airway bill processing in the Cargo Management System. Delivered round-the-clock operational reliability across geographies

RESULTS

- 99% Accurate Airway Bill Processing
- 80% Enhanced Productivity
- 100% SLA Compliance
- 50% Reduced FTE Efforts