



# ECS GROUP PRESS REVIEW 2020

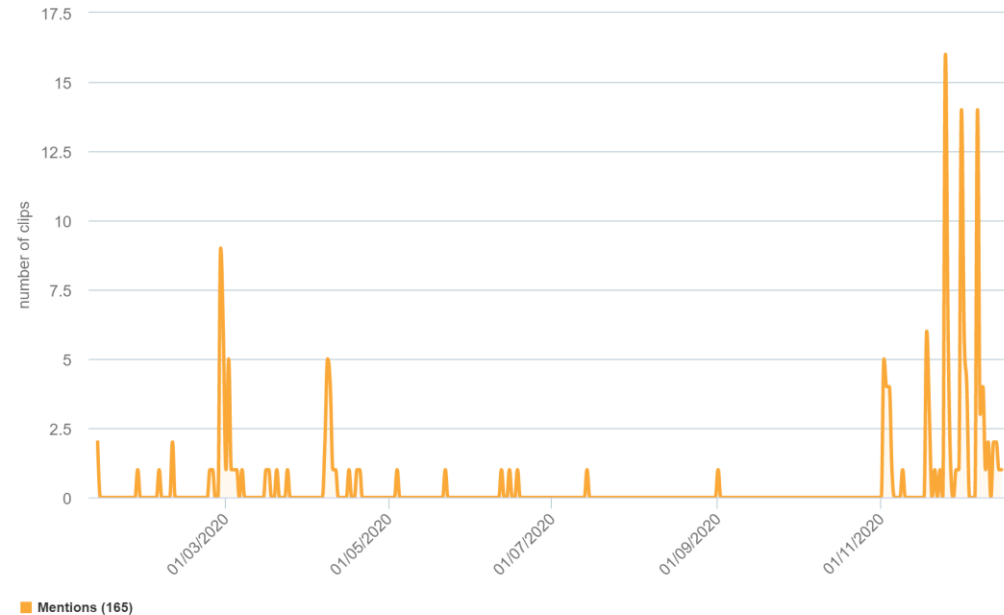


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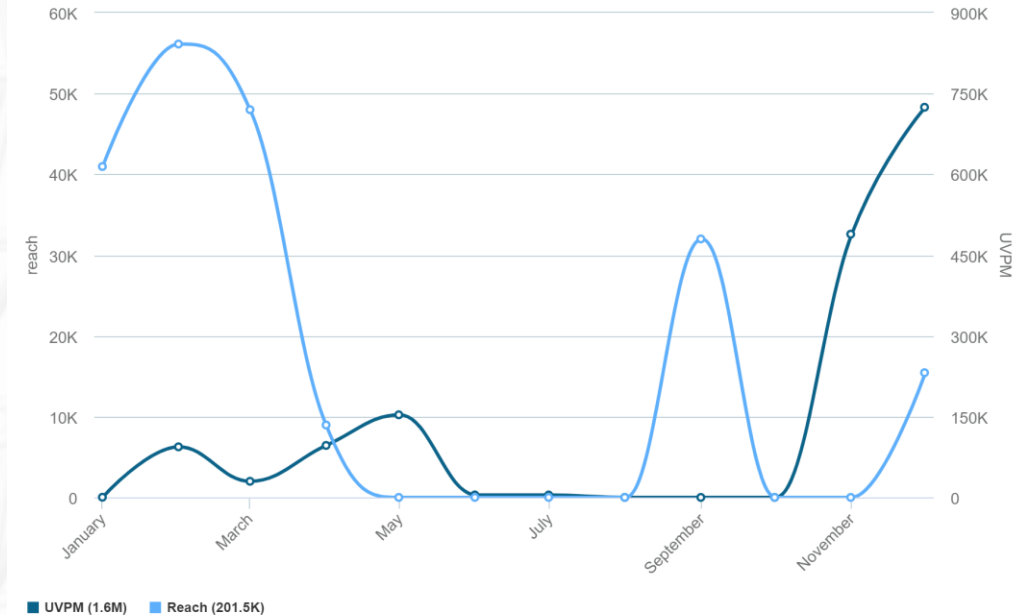


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## ECS remains agile in a flat market

WILL 2020 be the calm after 2019's storm for the airfreight business? That is the expectation of Adrien Thominet, CEO, ECS Group is feeling a bit low at the start of 2020 but is certain he will see business perk up this year.

He says: "I expect 2020 will be flat compared to 2019 because there are no indicators showing signs of recovery. But I'm confident that the market will become better organised in 2020. At ECS Group, all the transformations we set up in 2019 mean that we are well prepared and more agile than ever so that we can react quickly and adapt to the market situation."

"Strengthening our network by acquiring the best GSSA has always been part of our plans to develop the group, as we did in 2019 with Wexco in Australia and New-Zealand. In 2020, we'll continue our strategic plan for acquisitions all over the world. More specifically, we are looking at Asia and South America in particular, to offer more opportunities to our customers in those key regions."

The impact of the US-China trade war is mainly affecting exports out of China, where ECS Group suffers from little impact and as a result, neither does its customers, notes Thominet.

"In any case, logistics finds a way out by reorganising and new business developments have also been created such as SE Asia to USA. The recent agreement between the US and China will also calm down this trade war with the US renouncing its intention to impose new Customs tariffs on China and to reduce, step by step, US Customs tariffs. So, an improvement in this area is to be expected."

The group does not intend to hire in as it made strategic investments in 2019 in its internal or-



ganisation and staff, to support its commercial development.

Thominet says: "We hired a high-level team dedicated to our group's digital transformation."

"Further, the recruiting of Robert Van de Weg as chief commercial officer, clearly marks a new stage in the transformation of our group, with emphasis being placed on business. This step is a major asset both in terms of the design and deployment of our commercial strategy."

"Our strategy for new offices is in line with our acquisitions strategy and we will continue to extend our network to meet

customer needs and offer them new opportunities, as we did in 2019 with the opening of a new office in Portugal. In 2020, we will possibly be looking at the possibility of opening in NE Asia."

"The future looks positive if GSAs transform their model with more digital technique, better variable costs thanks to digital input, wider network coverage and more initiatives in partnerships with their principals. This is the very direction being pursued by ECS Group over last few months and that will continue in 2020."

"We also believe strongly in the TCM concept and the offer we have developed for our customers. The services we are able to deliver to our principals are particularly rewarding in the development of their cargo activities, because it offers them the opportunity of delegating to us all and achieve important costs savings, from traditional GSSA activities to operations, including safety, security and quality involving business intelligence, revenue management and commercial planning to name but a few. With tailor-made services we will be able to meet any needs the airlines may have and boost their cargo revenues."

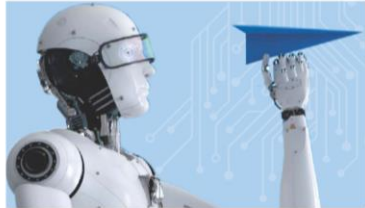
## ECS REMAINS AGILE IN A FLAT MARKET



13 January 2020

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Page: 10



### How the digital economy is reshaping the air cargo industry

Published: Monday, January 13, 2020

The air cargo industry, which accounts for about a third of global trade transported annually valued at over US\$6 trillion, continues to struggle to fully embrace digitalization but major companies in different continents have long initiated steps to transition their operations from traditional way to digital, eliminating in the process much of the paperwork.

New technologies are redefining the way we live, work and how business is done. The transformation has been rapid in recent years with varying industries, including air freight, forced to adopt to digitalization by reshaping their business and operating models or be left out in a highly competitive digital world.

The digital transformation's impact on air cargo industry is noticeable. Less paper work. Fast transaction. Transparent tracking system and so on. Undoubtedly, it has immense potential to create added value for businesses, benefit consumers and communities in general even in remotest parts of the planet.

According to World Economic Forum's Digital Transformation Initiative (DTI), companies are investing in new technologies mainly to accelerate growth and productivity. Their total investment spend is projected to increase to US\$2.4 trillion in 2020, focused on seven key technologies—Artificial Intelligence (AI), Internet of Things (IoT) and connected devices, Robots & Drones, Custom Manufacturing and 3D Printing, Autonomous Vehicles, Big Data Analytics & Clouds and Social Media & Platforms.

This year, more companies are seen to change their business models to adopt to the changing times, noticeably the air transport sector.

The air cargo industry, which accounts for about a third of global trade transported annually valued at over US\$6 trillion, continues to struggle to fully embrace digitalization but major companies in different continents have long initiated steps to transition their operations from traditional way to digital, eliminating in the process much of the paperwork.

Any digitalization project costs a fortune to initiate and maintain. The disruption entails creating specific systems tailored for that particular company's needs and nature of business, having the new digital systems tested by a certified software testing firm, embedding it with adequate protection against malware and viruses, training employees to efficiently use the new systems, among other things.

Unless the digital systems (software) are licensed perpetually, digitalization means costs for upgrades and continued use. Utilizing new technologies is a tedious process that requires resources, skills and knowledge but companies are convinced this is an efficient way to do business in today's digital world and the future.

#### The rise of e-bookings platforms

Germany's national cargo carrier, Lufthansa Cargo, considered a leader in eAWB (electronic AirWay Bill) and electronic bookings, launched in November of 2019 its smartBooking, a new digital interface (application programming interface or API), providing customers and partners a binding offer that can be booked online immediately.

"It contains the available routings, capacities and prices and automatically executes all relevant checks. This means that the offer can be booked in real time and confirmed straightforwardly. With smartBooking, Lufthansa Cargo has completely digitalized the offer and booking process," explained Jacqueline Casini, Senior Director Communications, Marketing & Corporate Responsibility at Lufthansa Cargo.

Moving forward, Lufthansa mulls offering air freight forwarders the option of directly connecting their own systems via an API.

This year, more companies are seen to change their business models to adopt to the changing times, noticeably the air transport sector.

B2B transactions are increasingly being driven by technologies to create convenient and fast services and Lufthansa is highly cognizant of this.

The TIACA Chairman said digitalization will continue to be on top of their agenda for many months.

As the freight division of Emirates, Emirates SkyCargo has access to the airline's fleet of over 265 modern wide-body aircraft. The carrier operates to 13 destinations in the US, offering cargo capacity on over 100 weekly flights including scheduled freighter services to destinations including Columbus, Chicago, Houston and New York.

"Perspectively, external sales platforms will also be successively connected," Casini told Air Cargo Update noting that, "Aside from Lufthansa Cargo's direct customers, partners such as significantly growing cargo one can also use the smartBooking API to make their platforms even more informative and customer-oriented with immediate access to available capacities and prices."

B2B transactions are increasingly being driven by technologies to create convenient and fast services and Lufthansa is highly cognizant of this.

"B2B transactions are increasingly driven by customer experience and customer experience is driven by the experience of consumers in a digital world, convenient and fast services

supported by technology. This experience is a driver for change in the B2B world where customers increasingly demand the same as a consumer, e.g. instant information on shipment status, real time prices, instant confirmation of bookings, paperless transactions, provision of data, integration of services in apps, convenient and fast user interfaces, connectivity. All of that is driven by technology," said Casini.

In December of 2019, Lu hansa Cargo began using Rapid Rate Response on all of its own booking channels generating spot price offers for all customers based in the following pilot markets: Thailand, Vietnam, North and Northeast India, Beijing, Middle East, Iran, Turkey, USA (California, Nevada, Arizona, Hawaii, New York, Connecticut, New Jersey, Massachusetts, Maine, New Hampshire, Vermont, Rhode Island, Washington, Oregon, Idaho, Alaska), Mexico, Spain, Portugal, Cologne and Stuttgart. It plans to extend the system worldwide by the end of 2020.

Digitalization has also paved the way for startups like cargo one, a multi-booking airline e-booking platform which counts as among its clients Ethad Cargo, Lufthansa Cargo, All Nippon Airways (ANA), AirBridge Cargo, AirCargo Logic, etc.

"cargo one gives forwarders the ability to search, compare and book air cargo capacity across multiple airlines with live spot rates in less than 2 minutes," the company pointed out on its website.



#### Digitalization Drive

The powerful global trade body, The International Air Cargo Association (TIACA), says pushing for more digitalization in the air cargo industry remains a top agenda.

Steven Polmans, TIACA Chairman, said many of their members are well aware of digitalization's importance and had since taken the initiative to introduce newer technologies in their operations. But he agreed much needs to be done.

"Digital is everywhere today. The world is becoming more and more digital and so is the air cargo industry. So, obviously, digital is no longer an option for air cargo stakeholders and most of them have already understood the fact, if we take a look at what has been already developed within the industry. Many initiatives have already been implemented and are something particularly appreciated by TIACA since it contributes to air cargo development," Polmans said.

"But the form that digitalization takes within the individual companies is a strategic choice for each of them, whether it concerns e-booking platforms, or any other digital tools aimed at improving efficiency, for instance. TIACA's role is to promote the best practices or best initiatives in this area but in no way to offer strategic guidance on it," he added.

The TIACA Chairman said digitalization will continue to be on top of their agenda for many months and years to come and vowed to support existing programs or initiatives harnessing the benefits of digital innovation in the industry.

"TIACA will also continue to motivate change to a digital environment, organizing both digital workshop and training events, and giving digital a prominent place in our summit meetings, for instance during the next Air Cargo Forum which will be held in Miami in November," he said.

The global trade association representing 290 airlines in 117 countries, the International Air Transport Association (IATA), is also pushing for an end-to-end paperless transportation for air cargo through regulatory framework, modern electronic messages and high data quality.

On January 1, 2019, IATA successfully adopted an industry-wide policy that e-AWB is the new default contract of carriage for all air cargo shipments on enabled trade lanes. It took nine years to implement it after the policy was first introduced in 2010 but IATA said it's a major milestone for their quest to digitalize the air cargo industry.

e-AWB essentially eliminates paper-based processes, improved efficiency and reliability of overall cargo handling process by decreasing handling errors.



Adrien Thominet, ECS Group CEO

"The major orientations that we will develop in 2020 are in the continuation of the transformation efforts undertaken this year. In terms of digitalization, we are working on new solutions that will reduce the process costs of the airlines we represent. These solutions already exist within the framework of TCM contracts (messaging solutions, fuel cost management, etc.)"

#### Innovative Solution

In the Middle East, Emirates SkyCargo launched in October 2019 Emirates Delivers, a new e-commerce delivery platform allowing customers to shop from multiple online retailers in the US and have it consolidated for shipment to the UAE, saving them money and time.

Designed for individuals and small businesses in the UAE, Emirates Delivers is a fast, reliable and cost-effective e-commerce shipping solution that can also be used by other e-commerce businesses and logistics integrators.

Emirates says customers have to go through a free registration process at [www.emiratesdelivers.com](http://www.emiratesdelivers.com). On completion of registration, members are allocated a unique and free Emirates Delivers mailing address in the USA. Customers can have their online purchases from US e-commerce retailers delivered to this address where the goods can be stored free of charge for up to 30 days.

Customers have the flexibility to create a shipping request anytime within these 30 days and have their purchases consolidated into one parcel and have this delivered to their designated UAE address. The packages will be transported to Dubai on Emirates SkyCargo's flights from the US and will then be delivered to the shopper's doorstep within 3-5 days of the creation of the shipping request.

As the freight division of Emirates, Emirates SkyCargo has access to the airline's fleet of over 265 modern wide-body aircraft including 12 freighters- 11 Boeing 777-Fs and one B747F. The carrier operates to 13 destinations in the US, offering cargo capacity on over 100 weekly flights including scheduled freighter services to destinations including Columbus, Chicago, Houston and New York.

#### Tech Investments

ECS Group, a global leader in the GSA industry, dealing with dozens of airlines around the world said digitalization makes things faster, transparent and more efficient.

The Group, the largest integrated GSSA worldwide with more than 69 subsidiaries and 137 offices spanning across 47 countries, said it will continue investing on technologies.

"The major orientations that we will develop in 2020 are in the continuation of the transformation efforts undertaken this year. In terms of digitalization, we are working on new solutions that will reduce the process costs of the airlines we represent. These solutions already exist within the framework of TCM contracts (messaging solutions, fuel cost management, etc.)" shared Adrien Thominet, ECS Group CEO.

"In addition, we are also working on the design of webportal solutions for e-booking as well as e-quotes solutions, always with the aim of simplifying and facilitating the exchange of information in order to improve efficiency and performance," he added.

Last year, the Group intensified its digital transformation through introduction of various innovative systems.

"In 2019, we have intensified the digital transformation of our group to serve the business, in order to strengthen the level of services offered to our customers and to improve performance," shared Thominet. "First of all, Apollo (our business intelligence tool), which provides us with real-time data analysis and visualization on our markets. This data allows us to perform highly professional and personalized sales planning, sales steering, performance management and income optimization."

"Our teams have also created Pathfinder, an internal Track & Trace system developed for the airlines we represent under a TCM contract. This provides our clients with a real-time view of their shipment status via a user interface, which is also available on mobile phones and allows them to sign up to receive email notifications. This application also provides a real-time map view of the position of the aircraft containing the cargo," he noted.

# HOW THE DIGITAL ECONOMY IS RESHAPING THE AIR CARGO INDUSTRY



13 January 2020

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## ECS, A NEW TYPE OF GSSA

Adrien Thominet, Chief Executive Officer, ECS Group

Strength through diversity, this is seemingly the de facto motto for ECS as it steps into 2020. Like 2019, the year's diary is once again full of "innovative projects" with group chief executive officer Adrien Thominet telling Freightweek that running through all these projects is a common goal "to diversify and strengthen" its service

TCO's story for 2020 is one again full of innovative projects in a very wide range of areas. For these we have a common goal to identify and strengthen our service offering and continue to bring improved performance to our freight forwarder and airline clients, and of course to achieve TCM services of the highest quality," he says. "Finally, we will continue with our acquisition policy, as one of the biggest areas of added value that we bring to our clients is our integrated and global sales network, which opens every continent and boosts unrivalled selling power. This link with our subsidiaries and the resulting in-depth expertise in every market is one of the key benefits our Group brings, and we will continue to develop them year on year, in particular through external growth."

There are, of course, other items in the fire, its focus on developing and improving its digital offering is full-blown ahead with plans to record its large freight investment in e-technologies including the likes of e-quote and e-booking tools which Thominet describes as "essential" if it wishes to both satisfy what the company's clients are after and increase its productivity.

# ECS, A NEW TYPE OF GSSA

Adrien Thominet, Chief Executive Officer, ECS Group

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30 COUNTRIES 100 OFFICES 1.1 MILION TONS OF FREIGHT TRANSPORTED \$1.4 BILLION TURNOVER

1.174 DEVOTED EMPLOYEES 1 SINGLE TEAM 26 AWARDS

6

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"Saving time and simplifying processes are essential in our business, and we respond to these needs by developing these kinds of tools," he continues. "What could be more natural in today's world than getting a quote and making a booking online? It's become the norm in our daily lives, and air cargo has to make sure it doesn't just stay on the sidelines."

Thominet also points to an acute awareness among those in the ECS Group of the global challenges they are facing up to. This includes the company's own impact at the social, environmental and economic level. For several years now ECS has stood towards a proactive policy on sustainability and mitigating its impact on the environment. But Thominet also acknowledges the broader meaning of being sustainable.

"Of course, this doesn't prevent us from acknowledging that our carbon footprint is a real concern for us, and as a result we plan to launch an ambitious project to assess our impact and to go further in terms of reducing and offsetting it."

These areas of development represent the tip of the iceberg, with further projects lined up. Despite not representing the whole gamut of change, they embody an aspect of ECS that Thominet sees as pivotal: recognition of the industry's evolution.

"Our growth comes from our ability to embody the next generation of GSSAs," he says. "To what end do through digital solutions when we deploy innovative tools at every level of our organisation to support our growth and that of our clients. With business intelligence tools that allow us to perform detailed market analysis, such as Apollo, we can offer competitive and fully optimised rates. With the development of systems such as our tracking system, the Pathfinder, which, for example, gives a real-time map view of the plane and its cargo, we are offering new services to our freight forwarder and airline clients. And of course, we are continuing to invest in cutting-edge technology, and we'll give you more details on these developments in the very near future."

Investment in technology is undeniably vital but so too is the money ECS puts into its employees. Training for Thominet is proof of success. The new tech is largely there to augment and support the work carried out by those working alongside Thominet. This is the case in not just the core ECS business but across all of its subsidiary businesses – with the

number of those only like to grow. As Thominet notes, "no tool can replace the valuable expertise" possessed by the company's staff who make their decision-making easier, simplify the processes they use and enable them to make better use of their expertise in activities that bring greater added value," Thominet continues. "I'd like to say a few words about our training, as this is also essential: implementing extremely powerful and high-performance tools without training users would be pointless. Coupled with a personalized change management process, we continuously organise training sessions and provide all of our employees with online tutorial tools."

All of this, he adds, allows ECS and its subsidiaries to manage the entirety of its cargo activities as professionally as carriers could do themselves. As such, he believes that when its client delegate at, or even part of, their cargo activities

to ECS, the company is capable of guaranteeing a complete, professional service with not only the obvious quality of service provided but also with a clear cost and revenue optimisation advantage.

This is not to say that Thominet and the team lack a sense of humility. He recognises that there are areas that are in need of improvement. In fact, the evolutionary cycle of industry requires constantly adapting and evolving in order to meet the needs of clients.

"We constantly strive to improve our services and we are constantly developing them," he says. "We never take anything for granted, especially in a global context where change is constant but also extremely fast-paced. We are always in motion, at every level, with creativity and driving force. We want to create things – to create new voices and new solutions, just like we did with TCM and with digital tools, for instance."

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7

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Adrien Thominet, Chief Executive Officer, ECS Group

## ECS, A NEW TYPE OF GSSA

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Sustainability in Global Logistics

28 January 2020

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Cover & p. 4 to 10

### THIS YEAR THE INDUSTRY CAN EXPECT TO SEE INNOVATIONS FROM ECS GROUP

2020 will be flat compared to 2019 because there are no indicators showing signs of recovery, feels Adrien Thominet, CEO, ECS Group. He is confident when he says that this year the industry can expect to see innovations from ECS Group. He says that the main changes in the political arena will clearly have an effect on the trade policies. Here are the details.....

**How the industry going to take shape in 2020 vs 2019 ?**

**Adrien Thominet, CEO, ECS Group** - I expect 2020 will be flat compared to 2019 because there are no indicators showing signs of recovery. But I'm confident that the market will become better organized for the 2020 situation. At ECS Group, all the transformations we set up in 2019 mean that we are well prepared and more agile than ever so that we can react quickly and adapt to the market situation.

**How sustainability can be of importance for air cargo industry**

**Adrien Thominet** - Sustainability is a major topic for our industry, just as it is for society in general. It isn't just a question of being green or putting environmental measures in place, although these are essential, of course. It's a way of viewing our future, by developing lasting and sustainable activities in environmental, social and economic terms, not just at the company or industry level, but more globally.

We at ECS Group have been aware of the need for sustainability for a long time, with a significant role given to diversity and integrity - values that we stand for and that are, along with excellence, daring and innovation, fundamental to our group. As a result, we have adopted a

sustainable development charter, which can be viewed online on our site, and which is an important step that reflects our commitment to sustainability, particularly in terms of the men and women who work at ECS Group.

We also take action through the way in which we do business, via our code of ethics and business conduct, which is coupled with an extremely comprehensive internal training programme to ensure all of our employees are aware of these issues.

Our reason for being is, of course, to do business, but we want to do it well. That's why we're committed to making our business constantly more sustainable. The next step will be to put in place an ambitious project to manage our environmental impact and our carbon impact.

**What are the new innovations the industry can expect in 2020**

**Adrien Thominet** - Once again, this year the industry can expect to see innovations from ECS Group. These innovative solutions will all have one thing in common: digital. Firstly, our current digital tools will continue to develop and to gain new features to offer even greater analysis, customization and performance, as well as an improved user experience.

Chief among these tools is Apollo, our in-house business intelligence tool that provides all the data needed for decision-making (market, airline and internal data) via a single portal. Thanks to its real-time information feedback and its reporting system, Apollo currently offers a range of features: 1/ fully automated reports, accessible online; 2/ at-a-glance key indicators to drive sales strategy; 3/ daily activity monitoring; and 4/ powerful Excel files consolidating huge volumes of data. What's more, in the very near future, powerful and customizable data extractors will also be deployed.

We also have Pathfinder, our in-house shipment tracking system, which allows us to meet our clients' need for quick and easy access to the status of their shipments. Recently, a feature that is unlike any other on the market has been introduced - the ability to subscribe to email notifications - and a mobile version has also been developed. The most recent version - published at the end of December - provides a real-time map view of the position of the aircraft containing the cargo.

Finally, we have two major new digital tools that are still in development but are scheduled to be rolled out shortly: an e-quote tool and an e-booking tool. Bringing undeniable competitive benefits, both of these tools will increase productivity and boost revenue, and have also been designed to improve the user experience and user satisfaction.

**Which regions will show more growth in air cargo and why?**



Adrien Thominet

**Cédric Millet, Chief Strategy and Digital Officer, ECS Group** - 2019 has registered an unprecedented decline in Air Freight since the 2008-2009 financial crisis, as the global market volume decreased with 5%. Combined with a steep yield decrease, this led to a Global Market Revenue decline of -12% (in usd). This was the result of global trade disputes, but also linked to a fall in business and consumer confidence.

Many people believe that 2020 will see a modest recovery thanks to improved economic activity and trade growth. This is what we believe as well, even though no one has a crystal ball to predict what the future will bring. Europe, the US and some parts of Asia were the region most impacted by the slowdown, and we can expect that these will be the first regions to recover in 2020.

**How US and European region going to perform vs Asia in air cargo**

**Cédric Millet** - The main changes in the political arena will clearly have an effect on the trade policies (and business confidence). We cannot avoid that aspect. So the correct answer is: we don't know. There are big milestones coming up with the Brexit and the US elections. Whether there is growth or not in certain territories, ECS will be there to support its principals.

## THIS YEAR THE INDUSTRY CAN EXPECT TO SEE INNOVATIONS FROM ECS GROUP





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***Focus areas for 2020 will include digitalization, compliance and sustainable development, says Adrien Thominet, CEO of ECS Group***

of our Total Cargo Management (TCM) offer; digital transformation, to strengthen the quality of services offered to our clients and to improve performance – the creation of in-house business intelligence and track and trace tools, in particular; organisational transformation, to enhance business development – backed by the recruitment of our top-grade chief commercial officer, Robert Van de Weg, clearly marking a new stage in our group; network transformation, with the opening of an office in Portugal and the acquisition of Wexco in Australia and New Zealand.

The major orientations that we will develop in 2020 are a continuation of the transformation efforts made in 2019.

First, in terms of digitalisation, we will continue to develop our digital tools and work on new solutions to cut the process costs of the airlines we represent. These solutions already exist within the framework of TCM contracts (messaging solutions, fuel cost management, etc.). We are also working on the design of webportal solutions for e-booking as well as e-quotes solutions, again with the aim of simplifying and facilitating the exchange of information to improve efficiency and performance. As a key aspect of a transformation to become more efficient, more productive and more agile, we are also planning to implement system integration in 2020.

**A YEAR OF FURTHER  
TRANSFORMATION - FOCUS  
AREAS FOR 2020 WILL INCLUDE  
DIGITALIZATION, COMPLIANCE  
AND SUSTAINABLE  
DEVELOPMENT, SAYS ADRIEN  
THOMINET, CEO OF ECS GROUP**



*10 February 2020*

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# ECS Group connects Asia to the world

Region has great potential for GSSA's client airlines as world still desires Asian products

**R**obert Van de Weg, chief commercial officer of Paris-based GSSA, ECS Group, thinks Asia is a great location for the group, displaying great potential.

He says: "As ECS Group we are generally well covered in the Asia Pacific Region. In particular in South East Asia and South Asia, India, and of course we have a presence in China which we aim to expand upon."

"Last year, we acquired WEXCO which is a valuable addition to our portfolio as it enlarges our footprint to Australia and New Zealand. In North Asia, such as Japan and Korea, we still work through partnerships and this is an area where we aim to strengthen our presence in the near future."

## Business prospects

Van de Weg is of a positive mind regarding the potential of the region for the company. He says: "I am positive. We see a growing requirement for outsourced sales activities in particular from leisure carriers. And due to cost pressures, we are also seeing increasing interests from the more traditional carriers. As ECS Group, we are investing heavily in digital tools and revenue management expertise, something our customers can benefit from apart from potentially saving costs."

"We continuously develop our airlines portfolio by signing new contracts. An example of a recent one is the CSA contract we've signed with Thai Lion Air for international cargo sales covering the Thailand territory, through our subsidiary AVS GSA TH, effective January 1."

The group's clients are especially strong in intra-Asia traffic while serving customers "in all directions," he notes.

## Short-term blues

In the short term, business is dropping in both



directions, reveals Van de Weg. "After a strong 2017/2018 and early 2019, the tide turned in second half of 2019. The tariff escalation between China and the USA certainly did not help here."

"Now on top we have the corona virus situation which leads to a dramatic drop in Chinese exports for now as Chinese New Year holiday is essentially extended."

"However, when the epidemic subsides, fortunes could quickly reverse as there will be tremendous backlogs of imports and exports which only airfreight can quickly solve."

"We are living in an internationally connected trade system and this is one of the risks of that system. I am confident that supply chains will adapt quickly to the new situation as we have seen in previous disruptions like the ash cloud crisis in 2010. The impact on the passenger business will in my opinion be more severe - as cargo cannot feel fear."

Van de Weg says: "China is an area where we still need to improve our footprint throughout the country and we are looking at ways on how to achieve this."

"Vietnam is an airfreight market with enormous

potential and with a large size already today. We have a good presence there and are working on various new projects with good potential."

"For instance, we've recently signed a GSSA contract with STARLUX Airlines, based in Taiwan, Taipei, to represent it from Vietnam's international airport of Da Nang, through our subsidiary there, Globe Air Cargo, led by Jason Duc. Flights ex DAD have started on January 23, with the fleet of A321 neo."

Van de Weg says: "We're very pleased to start this new journey with STARLUX Airlines which began its first flights in January 2020 from Taipei to Macau, Da Nang and Penang."

"We will also represent STARLUX Airlines ex Philippines (CEB) through AVS GSA, led by Gladys Grace Albaso, starting on April 6."

Generally growth of online purchases is expected to continue at 10-15% over the next five to 10 years, barring short term shocks and peaks, he predicts.



Ho Chi Minh City, Vietnam

*"Vietnam is an airfreight market with enormous potential"*

## ECS GROUP CONNECTS ASIA TO THE WORLD



10 February 2020

[READ THE ARTICLE](#)

Page: 10



# ECS's forward thinking

Adrien Thominet, CEO of ECS Group, talks to ACW's Yasmin Turner about the GSSA and their plans for the future

PARIS-based ECS group boasts global connectivity with over 95 subsidiaries and 153 offices spanning more than 50 countries. They currently represent over 140 airlines worldwide, including 20 all cargo airlines. The company, which was formed in 1998 after a number of freight companies united, was the first ever GSA group in Europe and US. Between 2005 and 2010 the company was able to diversify further as more partners joined and an airline (NAC) was established.

In the years after, the network was able to offer a tailor-made GSSA service and following this, with 830 members of staff and the integration of a 12th brand between 2013 and 2015, ECS became world leaders in GSSA. Now, with



over 1,100 employees and 26 awards, ECS has created global links with an extraordinary reach.

Adrien Thominet, who became CEO in 2017 having spent two years as Chief Operating Officer, says: "We are confident about the future [of ECS] because we believe in our abilities." He notes that as a business, ECS' ability to adapt puts them at a huge advantage as they can keep up with the changing environments of the global cargo industry.

"We have designed our internal structure to be agile and focused on our clients - not focused on ourselves," he says.

He compares this business structure to that of airlines: "It means we are able to fully understand and meet their needs, while retaining the flexibility that makes us unique". It is this flexibility that allows ECS to respond so well to their clients' needs," he says.

Thominet notes that ECS' creativity is also a driver for their success. It allows the company to anticipate future needs through detailed analysis of trends based on in-depth knowledge of the current market.

"This is what we do with our service offering, which covers all of an airline's needs in terms of its cargo activities," says Thominet.

Airlines can choose to delegate these activities to ECS as part of a bespoke offering or as a package, or they can also choose to delegate everything under the Total Cargo Management offering (TCM).

For this, there is a dedicated operations and claims entity, based in Frankfurt, which is formed of over 10 area specialists who are responsible for aspects including daily operations, QSS (Quality, Safety & Security), claims,

ULD management, customs procedures and registrations and GHA contracts.

ECS' exciting use of innovative business tools gives them a huge industry advantage. They have developed a business intelligence tool, Apollo, that conducts detailed market analysis which enables the business to offer optimised and competitive rates, as well as a tracking system, PathFinder, that offers real time map view of the plane and its cargo. The business is also using Robotic Process Automation technology, which automates low-value added tasks, thus enabling employees to focus on activities that create value.

## Trade wars

Thominet is realistic about the future. "The sector is faced with a number of difficulties," he admits. This is partly due to the fact that the passenger offering to Asia, the Middle East and South America has exploded in the last few years, driving rates down while significantly increasing cargo capacities.

Alongside this, trade wars - particularly between USA and China - have hampered trade, such as of manufactured products, which has slightly increased available capacity.

The e-Commerce boom has been of greater benefit to integrators than to airlines. Despite this, Thominet is optimistic about ECS' future role in the industry.

He is confident that the business' ability to adapt will be their success: "Year after year, we represent more and more airlines because we know how to meet new needs. And this trend is set to continue," he says.

## ECS'S FORWARD THINKING



24 February 2020

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Page: 6


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## Special Report: Outlook 2020

POSTED ON 10TH FEBRUARY 2020



HOPE consortium

As it has every year since 2012, CAAS invited a select group of air freight industry stakeholders to give their views about the year ahead - whether about the market, developments and innovations, or their own business plans.

Predicting the year ahead is tough under most circumstances, but even more so than usual this year, following a difficult 2019, a continuing but unpredictable trade conflict between the US and China that has threatened to spread to other markets, and renewed and heightened tensions in the Middle East. And then just as the magazine was going to press, the seriousness of the Coronavirus began to emerge - including as a possible threat to China's economy this year, to international supply chains, and potentially also to global GDP growth. As ever, our thanks go to those who have been willing to stick their necks out and make predictions and forecasts for the year.

**2020 vision**

***IATA's head of cargo Glyn Hughes has 'fresh hope' for a new year and decade - that increased investment in technology and innovation, growth in special cargo, and the continued expansion of cross-border e-commerce will meet a better global trade environment***

2019 was a very challenging year for the air cargo industry, with 12 consecutive months of contracting volumes, increased number of dangerous goods incidents arising from non-compliant shipments, and a challenging global business environment.

On the positive side, we did see an increased amount of investment in technology and innovation, a growth in special cargo, and the continued expansion of cross-border e-commerce.

Therefore, as we enter 2020, we do so with fresh hope. The signing of the US-China Phase 1 trade deal should see a calming of tensions between the two global economic superpowers, with commitments on both sides which should be beneficial to global trade. Although heavily focused on agriculture it will hopefully pave the way for a renewed spirit of partnership-based

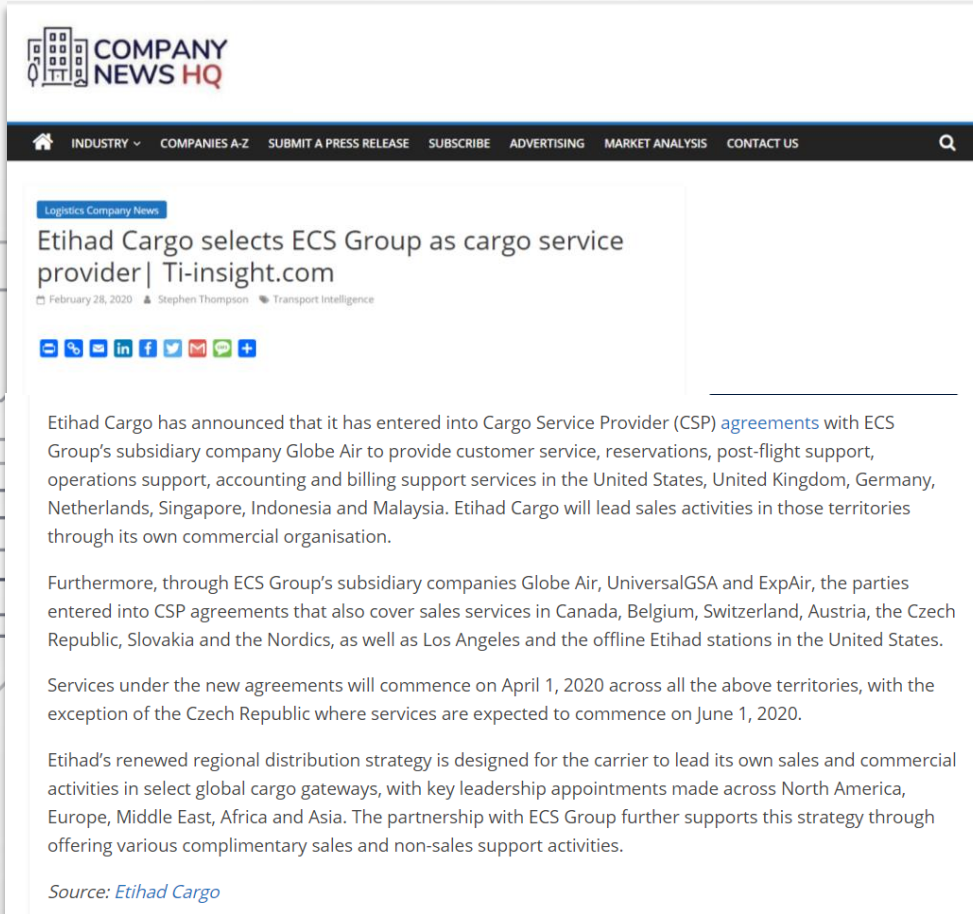
# SPECIAL REPORT: OUTLOOK 2020



25 February 2020

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The screenshot shows a news article on the Company News HQ website. The page features a dark navigation bar with links for 'INDUSTRY', 'COMPANIES A-Z', 'SUBMIT A PRESS RELEASE', 'SUBSCRIBE', 'ADVERTISING', 'MARKET ANALYSIS', and 'CONTACT US'. The article is titled 'Etihad Cargo selects ECS Group as cargo service provider | Ti-insight.com' and is dated February 28, 2020. The article text discusses the partnership between Etihad Cargo and ECS Group's subsidiary Globe Air, covering various services in multiple regions. The source is cited as Etihad Cargo.

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Logistics Company News

### Etihad Cargo selects ECS Group as cargo service provider | Ti-insight.com

February 28, 2020 Stephen Thompson Transport Intelligence

Etihad Cargo has announced that it has entered into Cargo Service Provider (CSP) agreements with ECS Group's subsidiary company Globe Air to provide customer service, reservations, post-flight support, operations support, accounting and billing support services in the United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will lead sales activities in those territories through its own commercial organisation.

Furthermore, through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, the parties entered into CSP agreements that also cover sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics, as well as Los Angeles and the offline Etihad stations in the United States.

Services under the new agreements will commence on April 1, 2020 across all the above territories, with the exception of the Czech Republic where services are expected to commence on June 1, 2020.

Etihad's renewed regional distribution strategy is designed for the carrier to lead its own sales and commercial activities in select global cargo gateways, with key leadership appointments made across North America, Europe, Middle East, Africa and Asia. The partnership with ECS Group further supports this strategy through offering various complimentary sales and non-sales support activities.

Source: *Etihad Cargo*

## ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER | TI-INSIGHT.COM



*28 February 2020*

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## Etihad Cargo picks ECS Group as cargo service provider in key Asian, European and North American markets

🕒 4:10:00 PM / 👤 Stat Times / 💬 No comments /

Etihad Cargo picks ECS Group as cargo service provider in key Asian, European and North American markets

Etihad Cargo, the cargo and logistics arm of the Etihad Aviation Group, has selected ECS Group to increase its new regional sales operating model across multiple territories.



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## ETIHAD CARGO PICKS ECS GROUP AS CARGO SERVICE PROVIDER IN KEY ASIAN, EUROPEAN AND NORTH AMERICAN MARKETS



*28 February 2020*

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*Etihad Cargo picks ECS Group as cargo service provider in key Asian, European and North American markets*

## Etihad Cargo picks ECS Group as cargo service provider for key markets

STAT Times | Air Cargo | February 28, 2020

Abdulla Shadid | Adrien Thominet | air cargo | ECS Group | Etihad Cargo

~ f t in @ s ~

Feb 28, 2020: Etihad Cargo, the cargo and logistics arm of the Etihad Aviation Group, has selected ECS Group to deliver a significant scope of its new regional sales operating model across multiple-territories.

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Abdulla Shadid, managing director Cargo and Logistics Services at Etihad Aviation Group, said, "We are delighted to be working with ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation. This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge. ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

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Adrien Thominet, Chief Executive Officer of ECS Group, said, "Helping Etihad Cargo to develop its business strategy is a fantastic adventure, and we are especially honoured to have been chosen to support them in key markets in Asia, Europe and North America. To maximise Etihad Cargo's freight revenue in these regions, we have worked on unique solutions and digital tools that are tailored to and designed exclusively for the airline. We share Etihad Cargo's vision of putting digital at the heart of efforts to expand air freight, and this shared vision is an essential aspect of our partnership."

Etihad Cargo launched its revamped strategy in 2018 and has since rolled out significant initiatives across its fleet and network, digital capabilities, product verticals and physical infrastructure, as well as investing in internal resources and sales organisations to drive a heightened customer experience and cement its position as an international air cargo airline partner of choice.

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# ETIHAD CARGO PICKS ECS GROUP AS CARGO SERVICE PROVIDER FOR KEY MARKETS



28 February 2020

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in [General Aviation](#)

## Etihad Cargo selects ECS Group

Posted 1 March 2020 [Add Comment](#)

Etihad Cargo has selected ECS Group, a general sales and support services group, to deliver a significant scope of its new regional sales operating model across multiple-territories.

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# ETIHAD CARGO SELECTS ECS GROUP



Aviation, Defence and Space News from the Middle East, North Africa and Turkey

28 February 2020

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## Etihad Cargo partners with ECS Group subsidiaries as part of strategised commercial transformation

28 / 02 / 2020

By Rachelle Harry



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As part of one of the agreements, Globe Air will provide Etihad Cargo with "customer services, reservations, post-flight support, operations support, accounting and billing support services" at Etihad Cargo's hubs in the US, UK, Germany, Netherlands, Singapore, Indonesia and Malaysia.

Etihad Cargo's distribution strategy enables it to lead its own sales and commercial activities at select cargo gateways. The CSP partnerships support this strategy and enables complementary sales and non-sales support activities to be carried out by Globe Air.

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# ETIHAD CARGO PARTNERS WITH ECS GROUP SUBSIDIARIES AS PART OF STRATEGISED COMMERCIAL TRANSFORMATION



28 February 2020

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## Etihad Cargo selects ECS Group as cargo service provider in key markets

February 28, 2020  
By [Transport Intelligence](#)

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*Source: [Etihad Cargo](#)*

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# ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER IN KEY MARKETS



28 February 2020

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## Ethihad Cargo Selects ECS Group as Cargo Service Provider in Key Asian, European and North American Markets

From - Ethihad Aviation Group (EAG)

Feb 28th, 2020



Ethihad Cargo

**Abu Dhabi, United Arab Emirates** – In line with the recent implementation of the new global sales distribution structure across its network, Ethihad Cargo, the cargo and logistics arm of the Ethihad Aviation Group, has selected ECS Group, the world's largest General Sales & Support services group, to deliver a significant scope of its new regional sales operating model across multiple-territories.

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# ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER IN KEY ASIAN, EUROPEAN AND NORTH AMERICAN MARKETS



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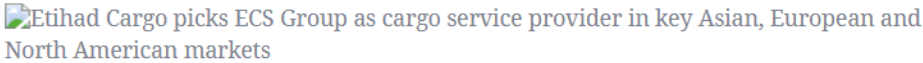
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## ETIHAD CARGO PICKS ECS GROUP AS CARGO SERVICE PROVIDER IN KEY ASIAN, EUROPEAN AND NORTH AMERICAN MARKETS



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## Etihad Cargo partners with ECS Group subsidiaries as part of strategised commercial transformation

28 / 02 / 2020  
By Rachelle Harry



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# ETIHAD CARGO PARTNERS WITH ECS GROUP SUBSIDIARIES AS PART OF STRATEGISED COMMERCIAL TRANSFORMATION



28 February 2020

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## The STAT Trade Times Award for Excellence in Air Cargo saw a grand gathering

[Air Cargo India 2020](#) | [Changi International Airport](#) | [Emirates Sky Cargo](#) | [Frankfurt International Airport](#) | [Qatar Airways Cargo](#) | [STAT Trade Times](#)

February 28, 2020: The STAT Trade Times Award for Excellence in Air Cargo is a ceremonious event, popularly known as 'the gala award night' within the air cargo community, which acknowledges pioneering works done by companies and leaders in the air cargo sector, internationally. The gala award night was hosted during the Air Cargo India 2020 event, which took place in Grand Hyatt Hotel, Mumbai, India from 25 to 27 February.

The award night brought together the who's who of the industry, kindling a sense of solidarity that's exceptional and awaited by the community. Lise-Marie Turpin received The STAT Trade Times Lifetime Achievement Award. The popular International Cargo Airline of the year Award was won by the Qatar Airways Cargo. And Emirates Sky Cargo was Highly Acclaimed in the same category. Changi International Airport won The International Cargo Airport of the year Award, while Frankfurt International Airport was Highly Acclaimed in the same category.

2019 has had not served the Air Cargo sector well and ensuing trade disruptions and disagreements are still haunting the industry across the world. Moreover, the start of 2020, in the face of the unfortunate coronavirus outbreak, is practically trying to push the air cargo movements to standstill. In the face of these crises, the community is impressively gearing itself on all fronts: leveraging AI systems, automating handling and warehousing operations, modulating freight movements economically and influencing regulatory changes for sustaining seamless services across the chain.

To alleviate the impacts of the current situation, the air cargo industry is aggressively adopting innovative solutions and incorporating cutting edge technology. This has woken many companies into a competition never seen before, presenting The STAT Trade Times with a challenge spectacularly new in nominating leaders and companies for the awards.



Lise Marie Turpin received The STAT Trade Times Lifetime Achievement Award



Qatar Airways Cargo won the International Cargo Airline of the year Award

Qatar Airways Cargo won the International Cargo Airline of the year Award



Emirates Sky Cargo was Highly Acclaimed for International Cargo Airline of the year Award



Changi International Airport won The International Cargo Airport of the year Award



Frankfurt International Airport was Highly Acclaimed for The International Cargo Airport of the year Award

### The complete list of Awards:

- Air Shipper of the year Pharma – Region: India*  
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- Air Shipper of the year Perishables—Region: India*  
Kay Bee Exports
- Air Shipper of the year—Region: India*  
Siemens
- Freight Forwarder of the year—Region: India*  
Agility Logistics (Highly Acclaimed)  
Skyways Air Services (Winner)
- Cargo Ground Handler of the year—Region: India*  
Celebi Delhi Cargo Terminals Management (Highly Acclaimed)  
Cargo Service Center (Winner)
- Emerging Cargo General Sales Agent of the year*  
Pelican Air (Highly Acclaimed)  
Zeal Global Group (Winner)
- International Cargo General Sales Agent of the year—Region: India*  
Global Aviation (Highly Acclaimed)  
Group Concord (Winner)
- International Freight Forwarder of the year*  
Kuehne + Nagel (Highly Acclaimed)  
DHL Global Forwarding (Winner)
- IT Systems provider of the year—Region: India*  
CargoFlash (Highly Acclaimed)  
Kale Logistics (Winner)
- International IT Systems provider of the year*  
Unisys (Highly Acclaimed)  
IBS Software Services (Winner)
- International Air Cargo Charter Broker of the year*  
Air Charter Services (Highly Acclaimed)  
Chapman Freeborn (Winner)
- International Cargo Handler of the year*  
Sats (Highly Acclaimed)  
WorldWide Flight Services (Winner)
- International General Sales Agent of the year*  
ATC Aviation (Highly Acclaimed)  
ECS Group (Winner)
- Cargo Airline of the year—Region: India*  
Air India Cargo (Highly Acclaimed)  
SpiceJet (Winner)
- Fastest Growing Cargo Airport of the year—Region: India*  
Rajiv Gandhi International Airport, Hyderabad (Highly Acclaimed)  
Kempegowda International Airport, Bengaluru (Winner)
- Cargo Airport of the year—Region: India*  
Delhi Indira Gandhi International Airport (Highly Acclaimed)  
Mumbai Chhatrapati Shivaji International Airport (Winner)
- International Cargo Airport of the year*  
Frankfurt International Airport (Highly Acclaimed)  
Changi International Airport (Winner)
- International Air Cargo Marketer of the year*  
Ethiopian Airlines Cargo (Highly Acclaimed)  
Saudia Cargo (Winner)
- Fastest Growing International Cargo Airline of the year*  
Oman Air Cargo (Highly Acclaimed)  
Turkish Cargo (Winner)

# THE STAT TRADE TIMES AWARD FOR EXCELLENCE IN AIR CARGO SAW A GRAND GATHERING



28 February 2020

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### ECS to handle Etihad sales

[ February 28, 2020 // Chris ]

Etihad Cargo has selected general sales and support services group ECS Group to handle sales activities in multiple-territories including the UK, US, Germany, Netherlands, Singapore, Indonesia and Malaysia from 1 April. The Abu Dhabi-based carrier has entered into Cargo Service Provider agreements with ECS Group's subsidiary company Globe Air to provide customer service, reservations, post-flight support, operations support, accounting and billing support services.

Tags: Etihad; ECS

## ECS TO HANDLE ETIHAD SALES



29 February 2020

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## ETIHAD CARGO SIGNS DEAL WITH ECS GROUP TO EXPAND SALES REACH

February, 2020 | Cargo, Middle East/Africa | 0 | \*\*\*\*\*



Gulf-based Etihad Cargo has signed a deal with ECS Group, a global sales and support services provider, as part of a move by the freight carrier to expand its global footprint. Etihad Cargo has entered into Cargo Service Provider (CSP) agreements with ECS Group's subsidiary company Globe Air to provide customer service, reservations, post-flight support, operations support, accounting and billing support services in the United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will itself lead sales activities in those territories through its own commercial organisation. Furthermore, through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, the two

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## ETIHAD CARGO SIGNS DEAL WITH ECS GROUP TO EXPAND SALES REACH

Home » Air Cargo » Air Cargo India 2020: On building resilience



Air Cargo India 2020: On building resilience

## Air Cargo India 2020: On building resilience

Air Cargo India (Changi International Airport) (AACC) (Emirates SkyCargo) (Gerhard Gerritzen) (Grand Hyatt) (Indian Ministry) (Lise Marie Turpin) (Messe Muenchen) (Qatar Airways Cargo) (R.K. Patra) (STAT Media Group) (Vandana Aggarwal)



Feb 28, 2020: With more than 70 exhibitors spanning and engagement of more than 2000 people from the air cargo community along with panel discussions covering all the major topics encircling the air freight industry, the Air Cargo India 2020 show has been successfully concluded.

Air Cargo India (ACI) 2020 took place at the Grand Hyatt Hotel Mumbai, India from 25 to 27 February and was inaugurated by Vandana Aggarwal, economic advisor to the Indian Ministry of Aviation.

Gerhard Gerritzen, deputy managing director of Messe Muenchen, underscored his optimism in the welcome note by declaring that the "Air Cargo in India has a lot of potential." R K Patra, group editor-in-chief of STAT Media Group, lauded the spirit of the cargo community which had gathered for the 3-day event despite the circumstances encircling the coronavirus epidemic.

After setting the exhibition gates open, Aggarwal, who was also the chief guest, gave the keynote address at the conference where she comprehensively discussed the current position of the air cargo industry in India and underscored the government initiatives like National Cargo Policy, UDAN scheme, Krishi Udan. Aggarwal stressed on the government's interest in enabling digital corridors and shared insights on technologies and innovations that need to come fourth.

The event saw participation of more than 65 panel members, contributing insights on various topics across various panel discussions. The discussions involved subjects like state of digitalisation in the air cargo industry; quality and compliance of perishable goods transport by air; pharma supply chain; trade tension drag on air cargo and building resilience; India as promising air cargo export region; airports of the future for special cargo commodities; air cargo for e-commerce and transportation support for the digital world.

Each panel discussion had a blend of dynamic panel members that not only discussed their company trends but also provided insights on services that could be made better either in front or back of the value chain. Especially in case of the discussion on the subject of digitalization, e-commerce and pharma logistics, the dynamism of the discussions drew attention to the challenges and solutions across the supply chain.

While the worry of market disruption due to crisis like coronavirus outbreak and trade tensions was palpable among members, almost all the topics discussed during the event shed light on the current position of the air freight industry. And also enlightened on what the future may look like and the course of actions being adopted to circumvent the situation. Need for standardization and greater transparency across value chain and focus on KPIs was stressed upon as tools to shift the market, geographically, and to decimate accurate information to stabilise the supply and demand discrepancy.

Responding to the Indian government policies that are facilitating transport of perishables and temperature sensitive products through air, panel discussions on respective topics gave members and the delegates an opportunity to bring forth the challenges and complications pertaining to such shipments. Shippers, handlers, airlines and airports, under one forum, effectively discussed problems related to packaging, costs, lack of transparency and trust and inadequate digital infrastructure.

The highly engaging second day of the event saw The STAT Trade Times Award for Excellence in Air Cargo ceremony. The award night brought together the who's who of the industry, kindling a sense of solidarity that's exceptional and awaited by the community. Lise-Marie Turpin received The STAT Trade Times Lifetime Achievement Award. The popular International Cargo Airline of the year Award was won by the Qatar Airways Cargo. And Emirates SkyCargo was Highly Acclaimed in the same category. Changi International Airport won The International Cargo Airport of the year Award, while Frankfurt International Airport was Highly Acclaimed in the same category.

The exhibition hall, which was the hotspot for networking, buzzed live all three days with exhibitors giving demonstrations and introducing their services and meeting their partners and collaborators as a tradition at the Air Cargo India event.



(L-R) Glyn Hughes of IATA, Dorothea von Boxberg of Lufthansa Cargo AG, Dennis Lister of Emirates SkyCargo, Huned Gandhi of Dachser India, Manoj Singh of Mumbai International Airport, Keku Gazder of AAICLAS, Halit Tuncer of Turkish Airlines and Ashok Rajan of IBS Software



(L-R) Reji John, Kaushal Khakhar of Kay Bee Exports, Jalpa H Vitthalani of Jupiter Express Services, R Ravindra of APEDA, Arun Chandra of Bangalore International Airport, Sanjiv Edward of GMR Delhi International Airport, Navdeep Lamba of SpiceJet, Venugopal Banger of Cargo Service Center and Richard Thekmath of Jet Freight.



(L-R) Steve Townes of ACL Airshop, Russi Batliwala of Chapman Freeborn Group, Niranjan Navratnarajah of Unisys Asia Pacific, Graham Perkins of Atlas Air, Pukhraj Singh Chug of Group Concorde, Eric Wilson of Delta Cargo, Markus Muecke of IATA, Peter Penseel of Qatar Airways Cargo



(L-R) Keku Gazder of AAICLAS, William Boulter of IndiGo, Nirbhik Narang of Air India Cargo, Adrien Thominet of ECS Group, Tom Crabtree of Boeing, Saurabh Kumar of GMR Hyderabad Air Cargo, Sanjiv Gupta of SpiceXpress, Amar More of Kale Logistics Solutions and Keshav Tanna of FIATA.



Roland Weil and Max Conrady of Frankfurt Airport, Pramod Sait of Siemens, Sujay Roy of Tata Motors, Fitsum Abadi of Ethiopian Cargo and Phani Krishna of DSV Air & Sea.



Emir Pineda of Miami-Dade Aviation Department, Dharmender Khanna of SSIPL Retail, Abhishek Middha of The Boho Street, Shayak Mazumder of Easimart, Dibyendu Ganguly of EximScouts, Sujit Subramanian of Go Air, Vijay Sharma of Delhi International Airport Limited, Pratik Mehta of Bangalore International Airport and Aniket Nathani of Shadovafax



Yashpal Sharma of Skyways Group, Lesley Cripps of Cargo Flash Infotech, Varun Kulshreshtha of Shipa Freight, Ramesh Mamidala of Adani Airports and Sidharth Kundra of Astrophysics

# AIR CARGO INDIA 2020: ON BUILDING RESILIENCE



29 February 2020

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## Etihad selects ECS group as cargo service provider

by Chelsea Toczauser — February 28, 2020 in Carriers, News Reading Time: 2min read



United Arab Emirates-based **Etihad Cargo**, the cargo and logistics arm of the Etihad Aviation Group, has entered into cargo service provider agreements (CSP) with the French **ECS Group** for general sales and support services, to support the carrier's operations in key Asian, European and North American markets.

ECS Group's subsidiary, **Globe Air**, will provide customer service, reservations, post-flight support, operations support, accounting and billing support services for the carrier in the U.S., U.K., Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will itself lead sales activities in those territories through its own commercial organization.

Additionally, **Globe Air** and ECS subsidiaries **UniversalGSA** and **ExpAir** entered into CSP agreements with Etihad to provide sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics, as well as Los Angeles and the offline Etihad stations in the United States. Services under the new agreements begin April 1 across these territories, except in the Czech Republic, Singapore and Indonesia, where services are expected to commence June 1.

The new agreements support Etihad Cargo's 2018 revamp of its strategy, which includes investment in new global sales and distribution structure across its network. According to a press release from Etihad, the carrier's renewed regional distribution strategy is designed for it to lead its own sales and commercial activities in select global cargo gateways.

Etihad Cargo, which was ranked No. 26 among the **top 50 cargo carriers of 2018**, also recently **extended** its handling partnerships with dnata across 15 global stations, while ECS Group expanded its operations in Australasia last year with the **acquisition** of **Wexco**. ECS Group has 153 global offices, representing companies across more than 50 countries.

Tags: [ecs group](#) [Etihad](#)



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## ETIHAD SELECTS ECS GROUP AS CARGO SERVICE PROVIDER

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## CARGO TRENDS

### ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER



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Furthermore, through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, the parties entered into CSP agreements that also cover sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics, as well as Los Angeles and the offline Etihad stations in the United States.

Services under the new agreements will commence on April 1st 2020 across all the above territories, with the exception of the Czech Republic, Singapore and Indonesia where services are expected to commence on June 1st 2020.

Abdulla Shadid, Managing Director Cargo & Logistics Services at Etihad Aviation Group, said: "We are delighted to be working with

ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation. This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge. ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

Adrien Thominet, Chief Executive Officer of ECS Group, said "Helping Etihad Cargo to develop its business strategy is a fantastic adventure, and we are especially honoured to have been chosen to support them in key markets in Asia, Europe and North America. To maximise Etihad Cargo's freight revenue in these regions, we have worked on unique solutions and digital tools that are tailored to and designed exclusively for the airline. We share Etihad Cargo's vision of putting digital at the heart of efforts to expand air freight, and this shared vision is an essential aspect of our partnership."

## ETIHAD SELECTS ECS GROUP AS CARGO SERVICE PROVIDER

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Saturday, 29 February 2020

## Etihad Cargo signs up ECS for new regional cargo service supplier

More changes announced from the Abu Dhabi based Etihad Aviation Group and in line with the recent implementation of the new global sales distribution structure across its network, Etihad Cargo, the cargo and logistics arm of Etihad has selected ECS Group, the world's largest General Sales & Support services group, to deliver a significant scope of its new regional sales operating model across multiple-territories.

Etihad Cargo has entered into Cargo Service Provider (CSP) agreements with ECS Group's subsidiary company Globe Air to provide customer service, reservations, post-flight support, operations support, accounting and billing support services in the United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will itself lead sales activities in those territories through its own commercial organisation.

Furthermore, through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, the parties entered into CSP agreements that also cover sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics, as well as Los Angeles and the offline Etihad stations in the United States.

Services under the new agreements will commence on April 1st 2020 across all the above territories, with the exception of the Czech Republic, Singapore and Indonesia where services are expected to commence on June 1st 2020.

Abdulla Shadid, Managing Director Cargo & Logistics Services at Etihad Aviation Group, said: "We are delighted to be working with ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation. This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge. ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

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Etihad Cargo launched its revamped strategy in 2018 and has since rolled out significant initiatives across its fleet and network, digital capabilities, product verticals and physical infrastructure, as well as investing in internal resources and sales organisations to drive heightened customer experience and cement its position as an international air cargo airline partner of choice.

## ETIHAD CARGO SIGNS UP ECS FOR NEW REGIONAL CARGO SERVICE SUPPLIER



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### ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER IN KEY ASIAN, EUROPEAN AND NORTH AMERICAN MARKETS

01 03 2020 News 315

**Abu Dhabi, United Arab Emirates** – In line with the recent implementation of the new global sales distribution structure across its network, Etihad Cargo, the cargo and logistics arm of the Etihad Aviation Group, has selected ECS Group, the world's largest General Sales & Support services group, to deliver a significant scope of its new regional sales operating model across multiple territories.

Etihad Cargo has entered into Cargo Service Provider (CSP) agreements with ECS Group's subsidiary company Globe Air to provide customer service, reservations, post-flight support, operations support, accounting and billing support services in the United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will itself lead sales activities in those territories through its own commercial organisation.

Furthermore, through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, the parties entered into CSP agreements that also cover sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics, as well as Los Angeles and the offline Etihad stations in the United States.

Services under the new agreements will commence on April 1<sup>st</sup> 2020 across all the above territories, with the exception of the Czech Republic, Singapore and Indonesia where services are expected to commence on June 1<sup>st</sup> 2020.

Abdulla Shadid, Managing Director Cargo & Logistics Services at Etihad Aviation Group, said: "We are delighted to be working with ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation. This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge. ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

Etihad's renewed regional distribution strategy is designed for the carrier to lead its own sales and commercial activities in select global cargo gateways, with key leadership appointments made across North America, Europe, Middle East, Africa and Asia. The partnership with ECS Group further supports this strategy through offering various complimentary sales and non-sales support activities.

Adrien Thominet, Chief Executive Officer of ECS Group, said "Helping Etihad Cargo to develop its business strategy is a fantastic adventure, and we are especially honoured to have been chosen to support them in key markets in Asia, Europe and North America. To maximise Etihad Cargo's freight revenue in these regions, we have worked on unique solutions and digital tools that are tailored to and designed exclusively for the airline. We share Etihad Cargo's vision of putting digital at the heart of efforts to expand air freight, and this shared vision is an essential aspect of our partnership."

Etihad Cargo launched its revamped strategy in 2018 and has since rolled out significant initiatives across its fleet and network, digital capabilities, product verticals and physical infrastructure, as well as investing in internal resources and sales organisations to drive a heightened customer experience and cement its position as an international air cargo airline partner of choice.

ETIHAD-CARGO ECS GROUP ASIAN MARKETS

# ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER IN KEY ASIAN, EUROPEAN AND NORTH AMERICAN MARKETS



01 March 2020

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01 March 2020

## Ethihad Cargo has settled on ECS Group to act as its Service Provider

In the revamping of its global sales distribution structure (started in 2018), Ethihad Cargo announced that it has chosen the world's largest General Sales & Support services group, ECS Group, as a service partner, indicated by CargoForwarder Global on 22FEB20. In the meantime, specifics were revealed.



As announced last week, the Gulf carrier has entered into Cargo Service Provider (CSP) agreements with ECS Group's subsidiary companies Globe Air, Universal GSA and ExpAir, which will commence on 01APR20\*. (\*Except in Czech Republic, Singapore and Indonesia, which are due to start 01JUN20.) Globe Air will provide customer service, reservations, post-flight support, operations support, accounting, and billing support services on behalf of Ethihad Cargo in the following countries: United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia.

### Like-minded partner

Sales activities in those countries will continue to be carried out by Ethihad Cargo's own commercial organisation, while ECS Group's subsidiaries, Globe Air, UniversalGSA and ExpAir, will additionally cover sales services in the other Ethihad Cargo network countries: Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia, the Nordics, as well as Los Angeles and offline stations in the USA. Abdulla Shadid, Managing Director Cargo & Logistics Services at Ethihad Aviation Group said: "We are delighted to be working with ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation. This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge. ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

### EY Cargo becomes big fish in ECS Group's net.

Adrien Thominet, Chief Executive Officer of ECS Group, is equally delighted with the partnership, stating that "Helping Ethihad Cargo to develop its business strategy is a fantastic adventure" and pointing out that in order "to maximise Ethihad Cargo's freight revenue in these regions, we have worked on unique solutions and digital tools that are tailored to and designed exclusively for the airline. We share Ethihad Cargo's vision of putting digital at the heart of efforts to expand air freight, and this shared vision is an essential aspect of our partnership."

The Group offers their airline client's Total Cargo Management, including yield optimization, revenue management or data analysis. Their common slogan reads: "Unfortunately we don't have a standard service. Because we don't have a standard client."



Brigitte Gledhill

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# ETIHAD CARGO HAS SETTLED ON ECS GROUP TO ACT AS ITS SERVICE PROVIDER



02 March 2020

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Airlines

## Etihad Cargo Bolsters Sales Services In US, Europe And Asia

Partnership between Etihad Cargo and ECS Group designed to expand on renewed regional distribution strategy



By Aviation Business 02 March 2020



Etihad Aviation's cargo arm has partnered with ECS Group to improve services in the US, Europe and parts of Asia.

The Cargo Service Provider (CSP) agreements with ECS subsidiary Globe Air aim to provide customer service, reservations, post-flight support, operations support, accounting and billing support services to targeted areas.

Through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, Etihad Cargo entered into CSP agreements that also cover sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics.


Abdulla Shadid, managing director cargo and logistics services at Etihad Aviation Group, said: "We are delighted to be working with ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation.

"This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge.

"ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

Etihad's new regional distribution strategy is designed for the carrier to lead its own sales and commercial activities in select global cargo gateways.

## ETIHAD CARGO BOLSTERS SALES SERVICES IN US, EUROPE AND ASIA

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## Etihad Cargo selects ECS as GSSA

Etihad Cargo has selected ECS Group, the world's largest General Sales & Support services group, to deliver a significant scope of its new regional sales operating model across multiple-territories.

Etihad Cargo has entered into Cargo Service Provider (CSP) agreements with ECS Group's subsidiary company Globe Air to provide customer service, reservations, post-flight support, operations support, accounting and billing support services in the United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will itself lead sales activities in those territories through its own commercial organisation.

Furthermore, through ECS Group's subsidiary companies Globe Air, UniversalGSA and ExpAir, the parties entered into CSP agreements that also cover sales services in Canada, Belgium, Switzerland, Austria, the Czech Republic, Slovakia and the Nordics, as well as Los Angeles and the offline Etihad stations in the United States.


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Abdulla Shadid, Managing Director Cargo & Logistics Services at Etihad Aviation Group, said: "We are delighted to be working with ECS Group as a strategic partner to fulfil a key pillar of our all-encompassing commercial transformation. This milestone comes following an extensive 10-month evaluation process to source like-minded partners who share our vision for digital cargo transformation using data-driven market insights and deep customer knowledge. ECS Group's ability to deliver cost-effective sales operations through bundling multiple jurisdictions and maximising economies of scale was a key factor in their award."

Etihad's renewed regional distribution strategy is designed for the carrier to lead its own sales and commercial activities in select global cargo gateways, with key leadership appointments made across North America, Europe, Middle East, Africa and Asia. The partnership with ECS Group further supports this strategy through offering various complimentary sales and non-sales support activities.

Adrien Thominet, Chief Executive Officer of ECS Group, said "Helping Etihad Cargo to develop its business strategy is a fantastic adventure, and we are especially honoured to have been chosen to support them in key markets in Asia, Europe and North America. To maximise Etihad Cargo's freight revenue in these regions, we have worked on unique solutions and digital tools that are tailored to and designed exclusively for the airline. We share Etihad Cargo's vision of putting digital at the heart of efforts to expand air freight, and this shared vision is an essential aspect of our partnership."

Etihad Cargo launched its revamped strategy in 2018 and has since rolled out significant initiatives across its fleet and network, digital capabilities, product verticals and physical infrastructure, as well as investing in internal resources and sales organisations to drive a heightened customer experience and cement its position as an international air cargo airline partner of choice.



## ETIHAD CARGO SELECTS ECS AS GSSA



02 March 2020

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## Etihad Cargo selects ECS, world's largest support group, for its transformation



BT NEWS DESK

March 1, 2020 - 9:20 AM



In line with the recent implementation of the new global sales distribution structure across its network, **Etihad Cargo**, the cargo and logistics arm of the Etihad Aviation Group, has selected **ECS Group**, the world's largest general sales and support services group, to deliver a significant scope of its new regional sales operating model across multiple territories.

Etihad Cargo has entered into Cargo Service Provider, CSP, agreements with ECS Group's subsidiary company **Globe Air** to provide customer service, reservations, post-flight support, operations support, accounting and billing support services in the United States, United Kingdom, Germany, Netherlands, Singapore, Indonesia and Malaysia. Etihad Cargo will itself lead sales activities in those territories through its own commercial organisation.

*Globe Air will provide customer service, reservations, post-flight support, operations support, accounting and billing support services to Etihad Cargo.*

Etihad Cargo launched its revamped strategy in 2018 and has since rolled out significant initiatives across its fleet and network, digital capabilities, product verticals and physical infrastructure, as well as investing in internal resources and sales organisations to drive a heightened customer experience and cement its position as an international air cargo airline partner of choice.

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## ETIHAD CARGO SELECTS ECS, WORLD'S LARGEST SUPPORT GROUP, FOR ITS TRANSFORMATION

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## CARGO TRENDS

### ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER



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Services under the new agreements will commence on April 1st 2020 across all the above territories, with the exception of the Czech Republic, Singapore and Indonesia where services are expected to commence on June 1st 2020.

Abdulla Shadid, Managing Director Cargo & Logistics Services at Etihad Aviation Group, said: "We are delighted to be working with

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## ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER

## CARGO TRENDS

04 March 2020

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Page: 18

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## Etihad Cargo Selects ECS Group as Cargo Service Provider

By Ryan Finn - March 16, 2020 568



In line with the recent implementation of the new global sales distribution structure across its network, **Etihad Cargo**, the cargo and logistics arm of the Etihad Aviation Group, has selected ECS Group, the world's largest General Sales & Support services group, to deliver a significant scope of its new regional sales operating model across multiple-territories.

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Etihad Cargo launched its revamped strategy in 2018 and has since rolled out significant initiatives across its fleet and network, digital capabilities, product verticals, and physical infrastructure, as well as investing in internal resources and sales organizations to drive heightened customer experience and cement its position as an international air cargo airline partner of choice.

## ETIHAD CARGO SELECTS ECS GROUP AS CARGO SERVICE PROVIDER



16 March 2020

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Left: Figures for 2019 show that air freight demand fell by 2.5 per cent compared to 2018.

carriers in markets where it may be uneconomical for an airline to maintain its own sales force and premises. Many of these GSSAs would have had to manoeuvre accordingly to help airlines achieve a cost-effective presence in what is a very challenging air freight market.

Director of GSA Development for Europe at HAE Group John Ward believes a good GSSA will ensure best possible returns for the airline in any economic climate: "In 2019, our UK and Ireland sales team backed the trend and achieved double-digit growth in trader count, number of quotations, conversion percentage, shipments, tonnage and total retained carrier revenue."

Ward says HAE achieved this through aggressive KPIs, a motivated salesforce, improved and increased e-marketing campaigns, the use of a world-class QMS (Quote Management System), and by leveraging big data to identify opportunities to grow or improve. "Our airline partners inherit these developments with no fixed costs, they simply remunerate us for what we achieve on their behalf."

**Developing digital tools**  
At the ECS Group, one of the main drivers to ensure airlines they represent can enjoy a profitable cargo market presence is digital performance - digital tools developed with performance in mind. "To maximise performance and business opportunities, we have developed innovative tools at every level of our group to support our growth and that of our clients as a result," states chief executive Adrien Thomine.

"For example, because of our business intelligence tool, Apollo, we can conduct extremely detailed market analysis, so we can offer competitive and truly optimised rates. Using data analysis, we optimise airlines' results and revenue."

Thomine says to ensure airlines' profitability, he also relies on having solid

sales teams, who allow the company to create opportunities in new markets for the airlines they represent. "Because we represent more than 130 airlines, we can offer interline solutions, for example, and therefore new routes."

**Changing business models**  
GSSAs have had to adapt to market changes in the aviation industry and also reinvent themselves to embody a new business model. "Selling capacity is no longer enough. We need to align ourselves with the model adopted by airlines and offer them symmetrical services. In short, we need to speak their language. And that's what we do at ECS Group, by becoming a new kind of GSSA," stresses Thomine.

Clearly, airlines' requirements have evolved with the increase in competition and growth in cargo capacity. To stay competitive, Thomine feels calling on a traditional GSSA is no longer enough. "Airlines need us to provide them with better services at a lower cost than they could do themselves. And they need us

## STRATEGY



**"We represent more than 130 airlines we can offer interline solutions and the new route"**

ADRIEN THOMINE  
ECS GROUP

## STRATEGY

already realised efficiencies, but could feel more strain this year as a contracting market is met by the airline's demand for increased activity - which comes at a cost - and market share.

"At HAE we have embraced digital transformation as our differentiator and made significant investment in our QMS which allows us to realise efficiencies in the back office, increase quality and accuracy, while maintaining the largest and most local GSSA field sales presence throughout the UK and Ireland."

## Technology meets business insights

Airlines are increasingly calling on GSSAs to improve digital technology and business intelligence strategies that will propel their airline clients forward. HAE Group employs a team of developers to build, maintain and enhance their QMS system. Ward says QMS allows his team to inherit data from clients or simply key it in once. From there, with process automation, a potential shipment flows between all stakeholders (staff, offices, airline partners and freight agent customers) and through all stages of its journey (quote, follow-up, booking, postflight, invoicing).

"QMS allows our internal sales and reservations team to be first responder to our agent customers, to maximise yields for our airline partners, and to optimise load factors. By closing every quote, we gain invaluable insights from what we do not win and together with our airline



**"Airlines primarily look for revenue optimisation... this is exactly what we offer"**

CEDRIC MILLET  
ECS GROUP

partners can shape our strategy in order to win more often," observes Ward. All the while Ward notes that the field sales team can stay abreast of every opportunity in real time, as the QMS system is web-based and adaptive to mobile devices. "This allows the salesperson - as the client relationship holder - to provide critical inputs in

real-time, which may be the difference between winning or losing a quote."

Chief strategy and digital officer at ECS Group Cedric Millet believes enhancing digital technology and business intelligence strategies starts with what the airline partners are looking for. "All airlines are primarily looking for revenue optimisation and this is exactly what we offer, besides the commercial activities we are focusing on."

Millet says ECS has designed tailor-made commercial planning processes (pricing, revenue management) combined with performance management processes (sales steering, destination-mix optimisation), supported by digital tools developed in-house.

"We are really proud of our state-of-the-art business intelligence and reporting system allowing us to have real-time visibility of the results and constant performance monitoring. Our Apollo system also helps us identify the performance improvement levers, a key factor in improving the results of our airline customers," indicates Millet.

Another example supporting the optimisation of the airline capacity that Millet speaks of is the implementation of the Sky pallet system (developed by Wirwind) across the entire ECS Group. He says Sky pallet helps determine the operational volume of a shipment, together with the optimum way to build it up. "In other words, it maximises the utilisation of each ULD, and consequently improves the load factor of the flights." ●

# Calling all AGENTS

The role of general sales and service agents is evolving with the ever-changing needs of airlines and the industry. **Keith Mwanalushi** examines how they are responding to the current air cargo environment

ately, the performance of the air cargo industry has been relatively grim. The picture painted by IATA recently shows that 2019 was the worst year for air freight demand since 2009. Full-year figures for 2019 showed that demand, measured in freight tonne kilometres (FTKs), fell by 3.2% compared to 2018. In the four weeks to 2 February 2020, analysts at CLIVE Data Services saw a 4% year-on-year decline in the global air cargo market. There are signs that confidence will return, but it's still far too early to say what long-term effects will be seen from the impact of restrictions associated with combating the coronavirus outbreak.

General Sales and Service Agents - GSSAs - will normally represent air

## BUILDING OPPORTUNITIES

Looking at opportunities in the GSSA market, the HAE Group is working on a pipeline of development and acquisitions in both South America and Africa. Over at ECS, it too has a strategy of making acquisitions and developing the network - and this remains a crucial part of its DNA.

"We know that the new business opportunities that arise are the ones we create," as Thomine points out. "We don't want to give too much away, but we can tell you that Asia and South America are our priority targets."

ECS is also creating new opportunities by creating novel solutions and services. For example, it developed a unique offering with TCM, which combines all the areas of expertise, comprising the entire range of an airline's cargo activities.

ECS has a dedicated operations and claims entity, based in Frankfurt, formed of more than 10 specialists in this area. Employees there are responsible for aspects including daily operations, QSS (Quality, Safety and Security), claims, ULD management, customs procedures and registrations, and other functions.

The company has put tools in place that enable it to optimise revenue from commercial planning, pricing, performance management, interlines, and so on.

Due to its exhaustive and comprehensive offering, Thomine reveals that ECS Group can act for new airlines, including United Airlines in Germany or Bamboo Airways in Singapore, which it recently started representing. "We'll soon be in a position to announce new partnerships because that's the development path we're on - creating new services, specialising our activities, and opening up possibilities to airlines."

# CALLING ALL AGENTS

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20 March 2020

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สายการบิน

## Etihad Cargo แต่งตั้ง ECS Group เป็นผู้ให้บริการจัดการสินค้าในเอเชีย ยุโรป และอเมริกาเหนือ

โดย Phubet Boonrasri · March 23, 2020 376 0



Etihad Cargo สายการบินขนส่งสินค้าในเครือของ Etihad Aviation Group แต่งตั้งบริษัท ECS Group เป็นตัวแทนในการให้บริการด้านการขายและการปฏิบัติการสินค้าในหลายภูมิภาคทั่วโลก เพื่อช่วยในการปรับทิศทางการค้าและการดำเนินงานของสายการบินฯ ให้สอดคล้องกับโครงสร้างการกระจายการขายในเครือข่ายของ Etihad Cargo ที่เริ่มมีการปรับใช้เมื่อไม่นานมานี้

โดย Etihad Cargo ได้ลงนามข้อตกลงการให้บริการจัดการสินค้า (CSP) กับ Globe Air ซึ่งเป็นบริษัทในเครือของ ECS Group สำหรับการให้บริการจองพื้นที่ระหว่าง การให้บริการลูกค้า บริการสนับสนุนหลังเที่ยวบิน การสนับสนุนการปฏิบัติการ บริการสนับสนุนทางบัญชีและการออกมิล ในสหรัฐอเมริกา สหราชอาณาจักร เยอรมนี เนเธอร์แลนด์ สิงคโปร์ อินเดียจีน และมาเลเซีย ขณะที่ Etihad Cargo จะเป็นผู้ดูแลกิจกรรมทางการขายในแต่ละพื้นที่ดังกล่าวผ่านการดำเนินการขององค์กรด้านการพาณิชย์ของสายการบินฯ

ขณะเดียวกัน บริษัทในเครือของ ECS Group ซึ่งประกอบด้วย Globe Air, UniversalGSA และ ExpAir ยังได้เข้าร่วมข้อตกลงการให้บริการจัดการสินค้าดังกล่าว โดยครอบคลุมบริการด้านขายในแคนาดา เม็กซิโก สวิตเซอร์แลนด์ ออสเตรเลีย สาธารณรัฐจีน รัสเซีย เกาหลี และกลุ่มประเทศบอลติก รวมถึง Los Angeles และสถานีบริการรถเครื่องบินในสหรัฐอเมริกาของสายการบินฯ

ทั้งนี้ การให้บริการภายใต้ข้อตกลงใหม่จะเริ่มต้นขึ้นในวันที่ 1 เมษายนที่จะถึงนี้ ณ สถานีบริการดังกล่าวทุกแห่ง ยกเว้น สาธารณรัฐจีน สิงคโปร์ และอินเดียจีน ที่คาดว่าจะสามารถเริ่มให้บริการได้ตั้งแต่วันที่ 1 มิถุนายนเป็นต้นไป

อัปเดตข่าวสารและบทความที่น่าสนใจในอุตสาหกรรมโลจิสติกส์ก่อนใคร ผ่าน Line Official Account @Airfreight Logistics เพียงเพิ่มเราเป็นเพื่อน @Airfreight Logistics หรือคลิกที่นี่

**ETIHAD CARGO** แต่งตั้ง **ECS GROUP**  
เป็นผู้ให้บริการจัดการสินค้าในเอเชีย ยุโรป และ  
อเมริกาเหนือ



24 March 2020

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## Handling Agents – The Cornerstone of Air Cargo

Airlines are increasing the number of all-cargo flights, converting passenger flights into freighters, demonstrating greater flexibility, and more – which makes handling agents vital players in ensuring the continuity of the supply chain.

From – ECS Group

Apr 7th, 2020



ECS Group

ECS Group pays tribute to the remarkable work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible.

"As in all sectors, we need to reorganize the way we work because of the crisis, with one further difficulty: remote working isn't possible with goods handling. Our staff levels are down by around 25% but we are continuing to operate 24 hours a day, 7 days a week. We are 100% operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety," says Pierre Perez, GSH's Managing Director.

Airlines are doing everything they can to offer more capacity: increasing the number of all-cargo flights, converting passenger flights into freighters, demonstrating greater flexibility, and more – which makes handling agents vital players in ensuring the continuity of the supply chain. Without them, it would be impossible to receive and load cargo, which in turn would also make air freight forwarding impossible.

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This remarkable work not only plays a crucial role in transporting goods, it also ensures the continuity of the supply chain and maintains the air freight ecosystem on which all stakeholders are totally interdependent.

# HADLING AGENTS-THE CORNERSTONE OF AIR CARGO



07 April 2020

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## Handling agents – the cornerstone of air cargo

By: AJOT | Apr 07 2020 at 10:24 AM | Air Cargo News

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*07 April 2020*

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ECS Group pays tribute to handling agents - the cornerstone of air cargo



By LoadstarEditorial 08/04/2020

Paris, 07/04/2020

ECS Group pays tribute to the remarkable work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible.

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## ECS GROUP PAYS TRIBUTE TO HANDLING AGENTS – THE CORNERSTONE OF AIR CARGO



07 April 2020

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## Handling agents – the cornerstone of air cargo in these times

By James Graham · Apr 8, 2020

388



Paris-based ECS Group pays tribute to the remarkable work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom airfreight forwarding would quite simply be impossible.

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## HANDLING AGENTS – THE CORNERSTONE OF AIR CARGO IN THESE TIMES




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## ECS Group pays tribute to ground handlers' essential work during virus outbreak

08 / 04 / 2020  
By Rachelle Harry



Roissy Charles de Gaulle (CDG) cargo handler Global Services Handling (GSH) has been handling an increasing number of freighter flights following the coronavirus outbreak.

Alluding to the coronavirus pandemic and its impact on the aviation sector, the handler's parent company ECS highlighted the "essential nature of handling teams, without whom airfreight forwarding would quite simply be impossible".

The pandemic, which has caused extremely low demand in passenger travel, has spurred airlines to do everything they can to offer more capacity: increasing the number of all-cargo flights, converting passenger aircraft into freighters, demonstrating greater flexibility, and more – which, ECS said, makes handling agents vital players in ensuring the continuity of the supply chain.

"Without them, it would be impossible to receive and load cargo, which in turn would also make air freight forwarding impossible", the GSSA said.

- [Worldwide Flight Services, Bolloré Logistics and Airbus team up to ship medical masks](#)
- [Frankfurt Cargo Services \(FCS\) helps Germany's fight against Covid-19](#)
- [WFS processes medical cargo for Italian hospitals](#)

ECS also noted the flexibility demonstrated by GSH staff, as flight schedules continue to fluctuate from day to day.

"With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are essential," ECS explained.

Pierre Perez, managing director at GSH, commented: "As in all sectors, we need to reorganize the way we work because of the crisis, with one further difficulty: remote working isn't possible with goods handling.

"Our staff levels are down by around 25%, but we are continuing to operate 24 hours a day, seven days a week. We are 100% operational thanks to our extremely hard-working employees.

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Perez added: "We're all pulling together – we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation."

## ECS GROUP PAYS TRIBUTE TO GROUND HANDLERS' ESSENTIAL WORK DURING VIRUS OUTBREAK



08 April 2020

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### ECS Group praises GSH's remarkable work

Published: Wednesday, April 8, 2020

ECS Group pays tribute to the remarkable work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible.

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## ECS GROUP PRAISES GSH'S REMARKABLE WORK

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## ECS applauds handlers who keep the goods moving

ECS Group has paid tribute to the "remarkable" work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible.


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# ECS APPLAUDS HANDLERS WHO KEEP THE GOODS MOVING



08 April 2020

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Home » Logistics » GSH is 100% operational at Charles de Gaulle; ECS pays tribute



GSH staff levels are down by around 25%, but remains fully operational.

## GSH is 100% operational at Charles de Gaulle; ECS pays tribute

STAT Times Logistics April 6, 2020

CDG ECS Group GSH Logistics Pierre Perez



ECS Group pays tribute by highlighting the essential nature of handling and handling teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France, which is facing unprecedented crisis in this period.

"As in all sectors, we need to reorganize the way we work because of the crisis, with one further difficulty: remote working isn't possible with goods handling. Our staff levels are down by around 25% but we are continuing to operate 24 hours a day, 7 days a week. We are 100% operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety," says Pierre Perez, GSH's managing director.

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# GSH IS 100% OPERATIONAL AT CHARLES DE GAULLE; ECS PAYS TRIBUTE



09 April 2020

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## ECS pays tribute to cargo handlers in challenging Covid-19 era

08/April/2020 | Farah Florentino | Cargo Handlers, Europe & CIS



ECS Group pays tribute to the crucial work of cargo handling teams during the current Covid-19 crisis.

In particular the ECS Group highlights the teams at Global Services Handling (GSH), a French air cargo handling company and part of the ECS Group, based at Roissy Charles de Gaulle (CDG) airport in France.

Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group underscores the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible. "We're all pulling together - we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation." - Pierre Perez, managing director, Global Services Handling (GSH).

"As in all sectors, we need to reorganise the way we work because of the crisis, with one further difficulty: Remote working isn't possible with goods handling," says Pierre Perez, GSH's managing director.

"Our staff levels are down by around 25 per cent, but we are continuing to operate 24 hours a day, seven days a week. We are 100 per cent operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety," Perez adds.

Airlines are doing everything they can to offer more capacity: increasing the number of all-cargo flights, converting passenger flights into freighters, demonstrating greater flexibility, and more - which makes handling agents vital players in ensuring the continuity of the supply chain. Without them, it would be impossible to receive and load cargo, which in turn would also make air freight forwarding impossible, ECS says.

In addition to the increased risks and greater workload as a result of reduced staffing levels, GSH's agents also have to tackle the unpredictable nature of flight scheduling. Flight schedules fluctuate from day to day.

With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are essential.

But Perez describes, "an amazing sense of team spirit, togetherness and solidarity" among his colleagues. "We're all pulling together - we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation."

This work not only plays a crucial role in transporting goods, it also ensures the continuity of the supply chain and maintains the air freight ecosystem on which all stakeholders are totally interdependent, ECS adds.

## ECS PAYS TRIBUTE TO CARGO HANDLERS IN CHALLENGING COVID-19 ERA



09 April 2020

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NEWS



Photo: ECS Group

09.04.2020

**ECS Group: "The air cargo handlers, our heroes"**

Paris (France)-based ECS Group, a global GSSA leader, pays tribute to the work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle airport (CDG).

Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group highlights the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible.

Pierre Perez, managing director of GSH: "As in all sectors, we need to reorganise the way we work because of the crisis, with one further difficulty: remote working isn't possible with goods handling. Our staff levels are down by around 25% but we are continuing to operate 24 hours a day, seven days a week. We are 100% operational thanks to our extremely hard-working employees." (ah)

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## ECS GROUP: "THE AIR CARGO HANDLERS, OUR HEROES"



09 April 2020

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## HANDLING AGENTS – THE CORNERSTONE OF AIR CARGO

**ECS Group pays tribute to the remarkable work of the teams at Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom air freight forwarding would quite simply be impossible.**

“As in all sectors, we need to reorganize the way we work because of the crisis, with one further difficulty: remote working isn't possible with goods handling. Our staff levels are down by around 25% but we are continuing to operate 24 hours a day, 7 days a week. We are 100% operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety,” says Pierre Perez, GSH's Managing Director.

Airlines are doing everything they can to offer more capacity: increasing the number of all-cargo flights, converting passenger flights into freighters, demonstrating greater flexibility, and more – which makes handling agents vital players in ensuring the continuity of the supply chain. Without them, it

would be impossible to receive and load cargo, which in turn would also make air freight forwarding impossible.

In addition to the increased risks and greater workload as a result of reduced **staffing** levels, GSH's agents also have to tackle the unpredictable nature of flight scheduling. Flight schedules fluctuate from day to day. With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are essential.

But Pierre Perez describes “an amazing sense of team spirit, togetherness and solidarity” among his colleagues. “We're all pulling together – we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation.”

This remarkable work not only plays a crucial role in transporting goods, it also ensures the continuity of the supply chain and maintains the air freight ecosystem on which all stakeholders are totally interdependent.

## HANDLING AGENTS – THE CORNERSTONE OF AIR CARGO

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*10 April 2020*

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### Ground handlers are the forgotten heroes

Posted by Thelma Etim | Apr 11, 2020 | Air Cargo Newsdesk, Airlines, Airports, Coronavirus, COVID-19, Editor's choice, Financial news, Freight-forwarding, Freighters, Global insight, ground-handling, GSSA, logistics, medical supplies, ramp handling | 0



GROUND handlers are the 'vital players' who are often forgotten heroes in the air cargo supply chain, warns cargo general sales agency ECS Group.

"Whilst airlines are doing all that they can to provide more capacity – increasing the number of all-cargo flights, converting passenger aircraft into freighters, demonstrating greater flexibility, and more – this shows that the ground handlers are vital players in ensuring the continuity of the supply chain," asserts a company statement.

Without the handlers, it would be impossible to receive and load cargo – "which in turn would also make airfreight forwarding impossible," ECS adds.

The Paris-based general sales and service agency has paid a special tribute to the work of the teams at Global Services Handling (GSH), a French air cargo handling organisation based at Paris' Roissy Charles de Gaulle (CDG) airport, writes *Thelma Etim*.

"In addition to the increased risks and greater workload as a result of reduced staffing levels, GSH has also had to tackle the unpredictable nature of flight scheduling.

"Flight schedules fluctuate from day to day. With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are

Pierre Perez, managing director of GSH, asserts: "As in all sectors, because of the crisis, we are having to reorganise the way we work, with one further difficulty: remote working isn't possible with [physical] goods handling.

"So, although our staff levels are down by around 25 per cent, we are continuing to operate 24 hours a day, seven days a week and we are 100 per cent operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety."

Perez adds: "We're all pulling together – we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation."

At the same time, some 25 million skilled people working in the air transport industry – including those employed by ground handling businesses around the world – know that they are at risk of losing their jobs if the global travel ban lasts for a further three months, the International Air Transport Association (IATA) has warned.

Speaking of the ground handling sector's vital contribution, ECS Group observes: "This remarkable work not only plays a crucial role in transporting goods, it also ensures the continuity of the supply chain and maintains the airfreight ecosystem on which all stakeholders are totally interdependent."

The International Air Cargo Association (TIACA), which is a member of the International Civil Aviation Authority's (ICAO) specialist taskforce which is investigating the ramifications of the virus outbreak on the air transport industry, has called for the work of ground handling and maintenance agents to be better 'recognised'.

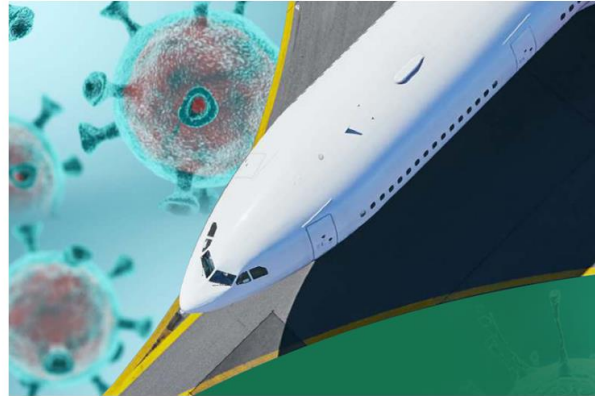
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# GROUND HANDLERS ARE THE FORGOTTEN HEROES



11 April 2020

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## Air cargo industry rises to COVID-19 pandemic challenges

Published: Thursday, April 16, 2020

As the world continues to grapple against an invisible enemy, the novel Coronavirus (COVID-19), which has infected more than 1.7 million and killed over 100,000 as of early April, countless frontline health workers, along with those in certain industries like air cargo, take mounting risks to deliver vital health, food and other supplies for billions of people locked in this pandemic crisis.



The World Health Organization (WHO) said new cases are still emerging in every country and territory across the world since the virus was first discovered in Wuhan, China more than three months ago, despite preventive measures that include locking down cities and even whole countries. This meant the supply-chains must keep going to sustain the needs of the world at this difficult time.

The International Air Transport Authority (IATA) said since the COVID-19 crisis began, air cargo has been a vital global partner in delivering much-needed medicines, vaccines, pharmaceuticals, medical supplies like ventilators, masks & PPE (personal protective equipment), mortuary body bags, medical equipment, including spare parts/repair components, medical oxygen, among others, to hospitals and clinics across the world to treat victims infected with the virus.

"We call on countries to work with companies to increase production; to ensure the free movement of essential health products; and to ensure equitable distribution of those products, based on need," said WHO Director-General Tedros Adhanom Ghebreyesus at a media briefing after the G-20, which Saudi Arabia currently chairs, convened a teleconference recently.

Moving medical cargo is particularly crucial in Italy, Spain, France and the UK, which were all hit hard by the virus, straining their healthcare facilities and medical supplies to the maximum.

Italy suffered the worst worldwide with more than 17,669 deaths and over 139,422 COVID-19 cases as of early April. Its health services are on the brink of collapse, overwhelmed with patients. It recently received desperately needed doctors, supplies and equipment from China, Moscow and Cuba, which wouldn't have been possible if air cargo flights were not allowed.

The United States, now the epicenter of the pandemic with more than 368,000 cases recorded as of the first week of April, is also struggling to cope with the pandemic that has caused food shortage, medical supplies and job losses for more than 10 million Americans.

## AIR CARGO INDUSTRY RISES TO COVID-19 PANDEMIC CHALLENGES



16 April 2020

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Paris-based ECS Group acknowledges Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport in France. Despite the difficulties GSH is facing in this period of unprecedented crisis, ECS Group is highlighting the essential nature of handling and handling teams, without whom airfreight forwarding would quite simply be impossible.

“As in all sectors, we need to reorganise the way we work because of the crisis, with one further difficulty: remote working isn’t possible with goods handling. Our staff levels are down by around 25% but we are continuing to operate 24 hours a day, 7 days a week. We are 100% operational thanks to our extremely hard-working employees. Our priority is still to make sure that cargo leaves and arrives in total safety,” says Pierre Perez, GSH’s managing director.

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In addition to the increased risks and greater workload as a result of reduced staffing levels, GSH’s agents also have to tackle the unpredictable nature of flight scheduling. Flight schedules fluctuate from day to day. With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are essential.



## Handling agents: air cargo’s cornerstone

But Perez describes: “An amazing sense of team spirit, togetherness and solidarity” among his colleagues.

“We’re all pulling together – we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation,” he says.

This remarkable work not only plays a crucial role in transporting goods, it also ensures the continuity of the supply chain and maintains the airfreight ecosystem on which all stakeholders are totally inter-dependent.

## HANDLING AGENTS: AIR CARGO’S CORNERSTONE



19 April 2020

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Page: 7



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### Handlers hailed for humanitarian efforts during coronavirus pandemic

来源: [shippingazette.com](http://shippingazette.com) 编辑: 编辑部 发布: 2020/04/20 09:23:30

ECS Group has lauded the remarkable work of Global Services Handling (GSH), a French air cargo handling company based at Roissy Charles de Gaulle (CDG) airport near Paris.

"As in all sectors, we need to reorganise the way we work because of the crisis. Our staff levels are down 25 per cent but we are continuing to operate 24 hours a day, seven days a week," said GSH managing director Pierre Perez.

In addition to the increased risks and greater workload as a result of reduced staffing levels, GSH's agents also have to tackle the unpredictable nature of flight scheduling, reports the American Journal of Transportation.

With extra flights being operated and others postponed, cancelled or delayed for regular flights and even more so for repatriation and all-cargo flights, flexibility and versatility are essential.

However, Mr Perez describes "an amazing sense of team spirit, togetherness and solidarity" among his colleagues. "We're all pulling together - we know that our work is essential in order to transport goods and keep the local and global economy running. Helping to save lives by transporting medical products is also a real source of motivation."

## HANDLERS HAILED FOR HUMANITARIAN EFFORTS DURING CORONAVIRUS PANDEMIC



20 April 2020

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**New GSA Appointment – Argentina**

Photo: Qatar Airways Cargo

04.05.2020



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**One GSSA found, three still needed**

Starting Saturday, 9 May 2020, Globe Air Cargo Argentina will represent Qatar Airways Cargo in sales, marketing, operations and airport services activities in the South American country. The new GSSA is part of the ECS Group, and its nomination comes after the Middle Eastern carrier has massively **increased its market presence across the continent**.

Meanwhile, Ethiopian Airlines Group invites interested candidates to act GSSA in three sales territories located in Eastern Europe and Central Asia.

Applicants can send their proposal as indicated in the tender document to Aynalem Abebe, area manager Russia, before 20 May for Belarus, 25 May for Georgia, Armenia and Azerbaijan, and 27 May for Kazakhstan.

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## ONE GSSA FOUND, THREE STILL NEEDED



4 May 2020

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ALERTES INFOS : Le syndicaliste Ivan Hoarau est décédé 21/12/2020

Santé

## Du matériel médical arrivé de Séoul ce jeudi soir

Par M.A - Publié le Jeudi 21 Mai 2020 à 22:16 | Lu 3619 fois



Un vol en provenance de Séoul a atterri à La Réunion ce jeudi soir avec à son bord, du matériel médical. Il s'agit d'un fret commandé par Aero-cargo France et opéré par TUI Fly.

Rappelons que depuis ces dernières semaines, les compagnies convertissent leurs avions de ligne en "tout cargo", avec des marchandises emplissant à la fois les soutes et les cabines.

KLM, Condor, TUI Fly Belgium, Kenya Airways, Air Europa, French Bee et Corsair ont programmé plus de 30 vols sur La Réunion depuis le mois d'avril, permettant d'acheminer du fret de et vers Paris, Amsterdam, Francfort, Nairobi, Canton et Séoul.

## DU MATÉRIEL MÉDICAL ARRIVÉ DE SÉOUL CE JEUDI SOIR



22 May 2020

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## Kenya Airways appoints new cargo GSAs in Europe

By James Graham - Jun 12, 2020

354 0



Kenya Airways has appointed the Paris-based ECS Group as the new cargo sales and service representatives for Netherlands, Germany, Austria, and the Nordics effective June 2020.

The ECS Group will be tasked with commercializing airfreight capacity and handle all local cargo operations in these areas. They will also identify and open up new markets, customer segments, and additional channels through which to keep expanding our business.

"This is in line with our cargo strategy to continue growing our footprint whilst retaining a competitive edge in the market. It is an exciting time for our cargo business even in the midst of the COVID-19 pandemic as we are playing a key role in supporting economies by keeping essential supplies moving across the world. Our partnership with the ECS Group will help solidify our position in the markets in Netherlands, Germany, Austria, and the Nordics and explore additional opportunities through which to serve our customers better in those regions" said Dick Murianski, director, KQ Cargo.

"We're proud to be part of Kenya Airways' growth strategy. Our global sales network is unquestionably our best asset to support the business development of our new partner's cargo activities, not only in the European countries where we are represented but also beyond, constantly looking for new opportunities to offer them," said Robert van de Weg, ECS Group CCO.

## KENYA AIRWAYS APPOINTS NEW CARGO GSAS IN EUROPE



12 June 2020

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**ECS Group - Advancing with active role towards recovery & the future**

Published: Monday, June 15, 2020

The Coronavirus pandemic has so far infected nearly 7.5 million and killed over 420,000 across a broad spectrum of people worldwide. Beyond creating a global health crisis, it plunged the world's economy to unimaginable lengths with recovery still uncertain until a Covid-19 vaccine is produced.

The months and weeks of lockdowns in major cities worldwide to prevent the spread of the virus pushed business activities to fully stop resulting to financial upheaval, massive unemployment and a deep global recession.

World Bank forecasts the global economy to shrink by 5.2% this year, the deepest recession since the Second World War, with the largest fraction of economies experiencing declines in per capita output since 1870. The global aviation industry appears to be the worst hit with billions in losses.

The blow is hitting hardest in countries where the pandemic has been the most severe and where there is heavy reliance on global trade, tourism, commodity exports, and external financing. World Bank noted, adding that while the magnitude of disruption varies from region to region, all countries have vulnerabilities magnified by external shocks.

Amid this, one industry, air cargo, seemingly undented despite accounting for one-third of the world's global trade, took the center stage during the pandemic, reinventing itself to quickly supply the world with vital medical supplies, food and other necessities.

Adrian Thummet, CEO of ECS Group, the largest integrated GSA worldwide with over 85 subsidiaries and 153 offices spanning across over 50 countries, in an exclusive interview with Air Cargo Update, shares his insights on the pandemic, the air cargo industry's expanding role and the Group's increasing involvement in sustaining people, communities and livelihood as the world fights off its biggest crisis.

The Coronavirus pandemic has disrupted the global economy in unimaginable ways apart from endangering the lives of billions, infecting over 7million and killing more than 420,000 worldwide.

**How bad was its impact on ECS Group and your clients' operations and how are things now that countries are slowly easing up lockdowns and restrictions?**

We are currently living in a time of unprecedented crisis with terrible impacts on our personal and professional lives. This period has been a time for introspection, for questioning, and for rethinking the way we do business. In short, our relationship with the future has changed.

From the beginning of the crisis, we at ECS Group very quickly put in place processes to ensure the health and safety of our employees all over the world, which was our top priority. Alongside this, we focused on business and on the best way to support our customers, who were also impacted. In particular, we concentrated our efforts on yield management and clearly, our home-made tools have been a real asset in this.

By working together hand in hand, focusing on the field, we have been able to limit the terrible consequences of the crisis as far as possible. We are suffering together, but it is also together that we are finding solutions. The responsiveness of our teams all over the world in this regard has been truly exceptional, as has been their commitment.

The future is of course uncertain, and it will depend to a significant extent on the sector's recovery, which itself is intrinsically linked to the recovery of the world economy. But we believe in ourselves, and we prefer to move forward, suggesting new solutions to our customers in order to avoid simply passively responding to a situation that we cannot control, playing instead an active role in the recovery. That is why we are launching new services aimed at our customers based on our experience, which will help them to get back on their feet and to build a sustainable future for their cargo activities.

**What is your hope for the air cargo industry and the aviation sector in general in light of what's happening?**

I always prefer to take action rather than simply hope. Of course, our aim must be for a quick recovery and government support, coordinated at a global level. But we cannot just wait passively, simply enduring events.

We have used recent weeks to make progress, to learn from this crisis, and to reflect on how to emerge from it, which is just as crucial as the time of crisis itself. Economically, this pandemic has been a disaster for many air cargo stakeholders, but it has also helped us to understand our weaknesses – and so we have worked on addressing them. The new services that we are launching are in response to these issues. Professionalizing each aspect of cargo-related activities by outsourcing them to dedicated experts is part of focused organizations is at the core of these new services.



Do you think the pandemic has changed people's perception about the importance of the air cargo industry not just as an economic enabler but also as life-sustaining with millions of medical supplies that it transports regularly? Please elaborate.

Yes, that's something we've seen. Air freight has revealed itself to be absolutely vital in many countries where medical equipment was not produced locally and the speed of this method of transport made all the difference.

The industry, once little-known, has taken center stage. The pandemic has highlighted our ability to reorganize ourselves extremely quickly when faced with a crisis. Our field expertise and the agility and determination of our teams have been remarkable.

For example, to fight the pandemic, the GAC Germany team and our Cargo Ops Expertise team, launched the first charter flight from Shanghai early on in the crisis. Since then, over 350 charter flights have been operated all over the world.

We pay tribute to the determination of all of our teams in the field and their ability to organize new routes and new connections to respond to the urgent situation and meet people's needs. In this light, while we can't describe every operation that has been conducted, all of them reflect the desire to never give up.

All of our teams have been mobilized, and all over the world they have been extremely responsive. The most connected routes in particular have been within Asia, from China to Europe, and also from East to Central America. In particular we have transported medical equipment of all kinds, of course, but we have also ensured logistics continuity (transporting lots of perishable goods and postal products and of course purely industrial operations).

This leads me to another point: while we as air cargo stakeholders were already aware of it, it seems to me that governments and the general public have become aware of the impact of cargo on the world economy.

Around the world, ECS Group teams have worked extremely hard. We've worked in very close partnership with 16 airlines. Together, we have been able to adapt ourselves and convert passenger aircraft into ghost flights to help fight the pandemic and ensure the survival of people and their local economies.

**Different countries and pharmaceutical firms are on a race to find the vaccine for COVID-19. Once a vaccine for the virus has been developed, billions of vials ought to be transported worldwide, how prepared is the global air cargo industry in your opinion to undertake this task?**

We all hope that a vaccine will be found as quickly as possible. In my view our entire industry has demonstrated its ability to react, faced with the need for urgent transport. Once again, air cargo will be the only industry capable of meeting people's needs in terms of vaccines, while ensuring safety and compliance with relevant health regulations (temperature control, etc.).

To take the example of ECS Group, we have proven our charter expertise during this pandemic. It is one of the ways in which we have been able to meet very high demand from our customers during this period, whether they be freight forwarders or airlines.

The pandemic has prompted many companies to focus more on tech-driven systems to keep their operations. Please share with us the latest tech innovations that ECS has introduced or thinking of having in the future.

Yes, this crisis – especially with the lockdown that it required – has revealed a number of issues in our industry and in particular the need for new technology.

Firstly, it has become clear that perfect management of all aspects of logistics linked to pharmaceutical products is essential in order to be able to play a crucial role in this fight against the pandemic. In addition to the fact that all of these new technologies are powerful tools that facilitate our daily work, they are also essential in managing activity.

And beyond these technical aspects, technological tools have also shown themselves to be a key ally in the daily management of cargo activities. The priority in situations such as these is to simplify operational agents' work by allowing them to respond to demand in record time, optimize holds, and work in an even smarter way.

Having access to sophisticated analysis, planning and pricing tools has allowed us to remain effective. Our customers have been able to count on us at a time when cost savings were absolutely essential at all levels.

And it's from that very standpoint that we have worked closely with our customers during this time to refine our tools to ensure they meet their concrete needs. Even before the crisis, our aim was to implement e-bookings platforms. In recent months, we have been able to develop effective decision-making and strategy tools that are perfectly in line with our customers' new expectations. And as such, we are all coming out of this stronger.

Apart from doing GSA, your company is also into full cargo service. Kindly share with us in details the different services that ECS Group is offering to its clients worldwide.

That's right. We don't simply offer our customers the traditional GSA services – we anticipated the changes to our industry and created new services as a result. We have long offered GSSA and TCM services. We work to ensure we always meet the needs of our customers better and more comprehensively by creating new solutions that suit the changes they are undergoing.

Before the crisis, we had already modeled the new services we wanted to offer our customers, which were totally unique coming from a GSA. This truly extraordinary period in the true sense of the term has allowed us to further and to incorporate issues linked to the crisis in order to constantly better respond to our customers' needs.

As I said earlier, professionalizing all cargo activities appears more essential than ever before. You need digital experts who are capable of creating custom-made digital tools tailored to your own needs. You need to maximize your airline's cargo revenue via bespoke analyses and a customized pricing policy.

You need to manage quality, safety, security, customs and all other purely operational aspects. In today's world, a traditional GSA can no longer meet these needs. Expertise and agility are essential. This is the model that ECS has adopted.

**Please share some positive thoughts that people/companies should consider while facing this pandemic.**

The adaptability of our teams in the field and of airlines, the determination to never give up and the spirit of togetherness between stakeholders in logistics chains and within our subsidiaries all over the world all prove that we are absolutely on the right path.

Progress is in our sights. We have had no other choice than to take an introspective look at ourselves. Now, we are continuing with our quest. We will need every person who is a driving force, especially young people.

The amazing capacity for resilience of the younger generations is an asset for our industry – anticipating, building, inventing and starting over to create essential solutions. I have every confidence in these driving forces and in their beneficial impact within our industry. Let's allow them to create their own norms.

The second edition of the NextGenLeaders challenge is currently being prepared and we too will be NextGenLeaders! Whether it's sustainable development, technological developments, more powerful solutions, or skills, all necessary transformations are initiated by the same passion: progress. And that's where ECS is clearly positioning itself.

**ECS Group Invests on Digital Innovations**

In the digital world, everyone can be connected to anyone, anywhere and in real time. And in the transport industry, this is extremely important. Cognizant of this growing trend, ECS Group ventured into three new services harnessing the power of new technologies.

Cedric Millet, ECS Group Strategy and Digital Officer, explained these new services – the Cargo Digital Factory, Cargo Commercial Planning and Cargo Ops Services – are perfectly suited for their partners and clients, all conveniently housed under the single roof "braght firm."

**CARGO DIGITAL FACTORY** – Cargo Digital Factory seizes the opportunities offered by digital technology, and tests, invents and builds process analysis and optimization tools as well as tools to develop and implement digital and real-time pricing logic.

The experts from this laboratory offer innovative and tailor-made solutions to boost our clients' performance and optimize their revenue. Today, a number of tools are already operational, and others will be launched very soon.

First of all, our in-house teams have developed a state-of-the-art next-generation market intelligence and reporting system called Apollo. Apollo is a real-time system that combines market data and internal information, and is used for sales planning, reporting, performance monitoring and performance improvement purposes.

Secondly, for the airlines that we represent under a TCM (Total Cargo Management) contract, we have developed a tracking system (called PathFinder) with best-in-class functionalities, including advanced notification and real-time pricing logic.

Today, PathFinder is one of the best tracking systems within the air freight industry. For these airlines on TCM contracts, we have also implemented a range of solutions that ensure seamless connectivity with the various industry players, including handling partners and customs authorities.

The Group is on the right track in terms of digital and has made the necessary investments in the right specialists, with one objective: to innovate and perform on behalf of our airline partners.

**CARGO COMMERCIAL PLANNING** – It is no secret that all airlines are primarily looking for revenue optimization, and this is exactly what we are offering them with the "Cargo Commercial Planning" service, supporting traditional GSA commercial activities.

We have designed tailor-made commercial planning processes (pricing, revenue management) combined with performance management processes (sales steering, load factor improvement, distribution mix optimization), supported by digital tools developed by our Cargo Digital Factory.

We are extremely proud of our state-of-the-art business intelligence and reporting system (called Apollo), which gives us real-time visibility of results and allows constant monitoring of principals' performance.

Apollo also helps us identify performance improvement drivers, a key factor in improving our airline customers' results.

Our Cargo Commercial Planning service also covers activities related to budgeting & forecasting and interlines management. It offers fantastic support in terms of structure and in terms of analysis, monitoring, and therefore decision-making processes.

**CARGO OPS SERVICES** – A team of experts dedicated to managing airlines' operations and quality, safety and security functions.

This in-house service is one-of-a-kind and is capable of managing all of the following: Audits, quality and safety management systems, laws and regulations, and all aspects linked to network operations:ULD management, customs clearance processes, management of suppliers and contracts, handling manuals, handling supervision, and more.

Our teams have all the necessary certification, are constantly given regular training, and work with the very latest technology.

# ECS GROUP - ADVANCING WITH ACTIVE ROLE TOWARDS RECOVERY & THE FUTURE



15 June 2020

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Vol. 10 Issue 06, No. 06, June 2020  
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19th Anniversary



**ECS Group**  
Advancing with active role  
towards recovery & the future

Adrien Thominet  
ECS Group CEO

**The Lounge**

Steven Palmans  
Chairman, IATA

Feature  
India sees logistics industry to bounce back first

Trucking  
Training the best new drivers with the new Mercedes-Benz Actros as a driving school vehicle

Airlines Airports Logistics

COVER STORY

# ECS Group

## Advancing with active role towards recovery & the future

By Gemma O. Casas



The Coronavirus pandemic has so far infected nearly 7.5 million and killed over 420,000 across a broad spectrum of people worldwide. Beyond creating a global health crisis, it plunged the world's economy to unimaginable lengths with recovery still uncertain until a Covid-19 vaccine is produced.

The months and weeks of lockdowns in major cities worldwide to prevent the spread of the virus pushed business activities to fully stop resulting in financial upheaval, massive unemployment and a deep global recession.

World Bank forecasts the global economy to shrink by 5.2% this year, the deepest recession since the Second World War, with the largest fraction of economies experiencing declines in per capita output since 1870. The global aviation industry appears to be the worst hit with billions in losses.

The blow is hitting hardest in countries where the pandemic has been the most severe and where there is heavy reliance on global trade, tourism, commodity exports, and external financing. World Bank noted, adding that while the magnitude of disruption varies from region to region, all countries have vulnerabilities magnified by external shocks.

Amid this, one industry, air cargo, seemingly undated despite accounting for one-third of the world's global trade, took the center stage during the pandemic, reinventing itself to quickly supply the world with vital medical supplies, food and other necessities.

Adrien Thominet, CEO of ECS Group, the largest integrated GSSA worldwide with over 95 subsidiaries and 153 offices spanning across over 50 countries, in an exclusive interview with *Air Cargo Update*, shares his insights on the pandemic, the air cargo industry's expanding role and the Group's increasing involvement in sustaining people, communities and livelihood as the world fights off its biggest crisis.

The Coronavirus pandemic has disrupted the global economy in unimaginable ways apart from endangering the lives of billions, infecting over 7million and killing more than 420,000 worldwide. How bad was its impact on ECS Group and your clients' operations and how are things now that countries are slowly easing up lockdowns and restrictions?

COVER STORY

“Air freight has revealed itself to be absolutely vital in many countries where medical equipment was not produced locally, and the speed of this method of transport made all the difference.”

“The industry, once little-known, has taken centre stage. The pandemic has highlighted our ability to reorganize ourselves extremely quickly when faced with a crisis. Our field expertise and the agility and determination of our teams have been remarkable.”

— Adrien Thominet, ECS Group CEO



We are currently living in a time of unprecedented crisis with terrible impacts on our personal and professional lives. This period has been a time for introspection, for questioning, and for rethinking the way we do business. In short, our relationship with the future has changed.

From the beginning of the crisis, we at ECS Group very quickly put in place processes to ensure the health and safety of our employees all over the world, which was our top priority. Alongside this, we focused on business and on the best way to support our customers, who were also impacted. In particular, we concentrated our efforts on yield management and clearly, our home-made tools have been a real asset in this.

By working together hand in hand, focusing on the field, we have been able to limit the terrible consequences of the crisis as far as possible. We are suffering together, but it is also together that we are finding solutions. The responsiveness of our teams all over the world in this regard has been truly exceptional, as has been their commitment.

The future is of course uncertain, and it will depend to a significant extent on the sector's recovery, which itself is intrinsically linked to the recovery of the world economy. But we believe in ourselves, and we prefer to move forward, suggesting new solutions to our customers in order to avoid simply passively responding to a situation that we cannot control, playing instead an active role in the recovery. That is why we are launching new services aimed at our customers based on our experience, which will help them to get back on their feet and to build a sustainable future for their cargo activities.

**What is your hope for the air cargo industry and the aviation sector in general in light of what's happening?**

I always prefer to take action rather than simply hope. Of course, our aim must be for a quick recovery and government support, coordinated at a global level. But we cannot just wait passively, simply enduring events.

We have used recent weeks to make progress, to learn from this crisis, and to reflect on how to emerge from it, which is just as crucial as the time of crisis itself. Economically, the pandemic has been a disaster for many air cargo stakeholders, but it has also helped us to understand our weaknesses – and so we have worked on addressing them.

The new services that we are launching are in response to these issues. Professionalizing each aspect of cargo-related activities by outsourcing them to dedicated experts as part of focused organizations is at the core of these new services.

**Do you think the pandemic has changed people's perception about the importance of the air cargo industry and just as an economic enabler but also as life-sustaining with millions of medical supplies that it transports regularly? Please elaborate.**

Yes, that's something we've seen. Air freight has revealed itself to be absolutely vital in many countries where medical equipment was not produced locally and the speed of this method of transport made all the difference.

The industry, once little-known, has taken centre stage. The pandemic has highlighted our ability to reorganize ourselves extremely quickly when faced with a crisis. Our field expertise and the agility and determination of our teams have been remarkable.

For example, to fight the pandemic, the GAC team in China, working with the GAC Germany team and our Cargo Ops Expertise team, launched the first charter flight from Shanghai early on in the crisis. Since then, over 350 charter flights have been operated all over the world.

We pay tribute to the determination of all of our teams in the field and their ability to organize new routes and new connections to respond to the urgent situation and meet people's needs. In this light, while we can't describe every operation that has been conducted, all of them reflect the desire to never give up.

## ECS GROUP - ADVANCING WITH ACTIVE ROLE TOWARDS RECOVERY & THE FUTURE



18 June 2020

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Cover & p. 18 to 21

5  
freightweek

ECS CHOSE CHANGE. NOW CHANGE IS CHOOSING **RESILIENCE**



Adrien Thominet, chief executive officer, ECS

**ECS**  
group

"This is probably the most complicated challenge that we have ever had to overcome," says ECS chief executive officer **Adrien Thominet** as he speaks to *Freightweek* on the **changing logistics landscape**. Top of Thominet's talking points is the company's own new programme for change: "**Made in Progress**". Why have he and the team embarked on this now? [>](#)

## ECS GROUP CHOSE CHANGE, NOW CHANGE IS CHOOSING RESILIENCE

**freightweek**  
Sustainability in Global Logistics

01 September 2020

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p. 04 to 13



'The crisis is not yet over in many countries and the spectre of a second wave is already looming over others'

Adrien Thominet, ECS Group



service, FlyUs — in partnership with our airline clients — designed, implemented and launched multiple cargo-only flights and schedules utilising passenger aircraft.

"We have also seen a large increase in cargo charters/part charters via the FlyUs Charter team. This has seen us maintain steady revenue flows throughout the year — despite its hurdles."

He adds that despite the pandemic, FlyUS has enjoyed a positive year and that even with the reduction in flights, several of its airline partners

have managed to increase revenues compared with a year ago.

#### Leasing boost

John Gilfeather, sales director of Network Aviation Services, says that the company — celebrating 35 years in business in 2020 — was boosted by its freighter leasing business, which offers B747F and MD-11F capacity, currently operating for Allied Air and Astral Aviation.

Gilfeather says that last year the freighter side of the business was facing difficulty because of the weak

freight rates, while the GSSA side of the business was doing well.

This year the situation has been reversed. The GSSA side of the company did for a short time furlough some of its staff as the amount of capacity was reduced, while the freighter side of the business is set for a record year.

"We had a perfect conflation of events where the reduction of capacity available meant we were in prime demand," says Gilfeather.

"We are quite fortunate in a certain respect in having the two sides of the business. It seems to be that when one does well the other one not so much, so it is quite a good counter balance."

Gilfeather says that looking at the GSSA side of the business in isolation, many of its carrier customers quickly added freighter charter flights and passenger freighter flights.

Meanwhile, yields improved by around 20%, offsetting lost volumes.

"What we are seeing [at the moment] is that it has dropped off and more capacity has come back into the market, resulting in more competition and lower yields.

"But we are hoping that general volumes — and that is going to be the real deciding factor going forward — are now starting to pick up again."

Looking ahead, Thominet says that volumes are beginning to recover again

after dropping off in mid-June, when demand for PPE cargo began to ease.

"What we are currently seeing is a recovery (albeit a fairly mild one) and we are expecting a small peak from Asia at the end of the year," he says.

"But uncertainty continues to be extremely high. Airlines continue to be dependent on countries' travel restrictions, and currently no one can predict when one country will open its borders to another. Some are even tightening their rules.

"The crisis is not yet over in many countries and the spectre of a second wave is already looming over others, with the risk of strict border closures being brought in once more, except for all-cargo flights."

Zimmer is not expecting to see a recovery in passenger flights this year.

"The capacity will not come back on passenger flights but at the same time the industry is recovering and the order books are getting full and now we are coming into the last quarter rush."

He adds that if a Covid-19 vaccine should coincide with the peak season then rates could again take off.

#### Optimistic

Gilfeather is also optimistic about the end of the year: "Throughout this year we have seen huge demand for online and that is driving up the mail and courier volumes. →

## AGENTS ADAPT TO COPE WITH COVID

**aircargo**  
**NEWS**

November 2020

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Page: 19



## ECS Group: The future is now

0

Posted by Vinay on November 2, 2020

ECS Group is building today's industry. For the last two years, the group has been investing heavily in its digital transformation to support its clients – and its employees – as the business develops. The leading GSSA is now able to rely on a team who is fully dedicated to offering cutting-edge technological support to all of the group's 138 airline clients.

ECS Group has over 1200 employees in 155 offices across 50 countries. Since the beginning of the year, it has transported no less than 850,000 tonnes of cargo. The airlines that the group represents have been able to rely on the unwavering support of its global teams, bolstered by its ability to adapt and to anticipate developments. *"We need to stop talking about the future. We're already there. Our employees and our clients have been very suddenly thrust into a crisis that has turned our industry and our everyday practices upside down, but it has also allowed us to roll out all of our digital solutions. It's clear that we were ready. And today more than ever, we are determined to continue along this path,"* said Adrien Thominet, CEO of ECS Group.

ECS Group is now able to offer all of its clients the services of its *Cargo Revenue Optimization* department – a department dedicated to managing performance and maximizing revenue through commercial planning, pricing, analysis, real-time reporting and decision-making support systems. This technological progress is the result of projects developed by the leading GSA's *Cargo Digital Factory*, a laboratory that has enabled the creation of high added-value tools: Apollo business intelligence and reporting system; Pathfinder tracking system; and more recently Quantum, the in-house ad-hoc pricing support system

A crucial step involved providing ECS Group employees the means to get the most out of all of these tools, helping them to stand out through true service excellence, a core element of the GSA's business. The group has also made significant investments in this area to create an e-learning platform. This platform, Discovery, is fully dedicated to training and offers online modules on 15 different topics. Some of these courses are completely modular to ensure they fully meet the day-to-day needs of employees. The group has also put in place a "Change Ambassador" programme to coordinate the implementation of this transformation across all countries.

*"All of this means that ECS Group is perfectly ready for its next steps. The digital strategy in place within the group perfectly complements our teams' business abilities, and as such, it is a significant asset for our customers,"* says Cedric Millet, Chief Strategy & Digital Officer at ECS Group. ECS is also taking things further by setting-up partnerships when they can optimize ECS Group' processes or the ones of its clients. The leading GSSA is currently implementing partnerships with the main e-booking platforms to digitize the booking process and generate additional revenues for its customers.

## ECS GROUP: THE FUTURE IS NOW

# CARGO TRENDS

2 November 2020

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## ECS continues digital drive

02 / 11 / 2020

By Damian Brett



ECS Group has rolled out a series of new digital technologies to meet the changing needs of customers.

The GSSA said it is now able to offer all of its clients the services of its Cargo Revenue Optimization department, which offers commercial planning, pricing, analysis, real-time reporting and decision-making support systems.

Its Cargo Digital Factory has also developed other services, such as Apollo – a business intelligence and reporting system; Pathfinder – a tracking system; and more recently Quantum – an in-house ad-hoc pricing support system.

It is currently implementing partnerships with the main e-booking platforms to digitise the booking process and generate additional revenues for its customers.

Employees also received training on how to use the new systems through an e-learning platform, which offers online modules on 15 different topics.

The group has also put in place a "Change Ambassador" programme to coordinate the implementation of this transformation across all countries.

"We need to stop talking about the future. We're already there. Our employees and our clients have been very suddenly thrust into a crisis that has turned our industry and our everyday practices upside down, but it has also allowed us to roll out all of our digital solutions. It's clear that we were ready. And today more than ever, we are determined to continue along this path," said Adrien Thominet, chief executive of ECS Group.

Cedric Millet, chief strategy and digital officer at ECS Group, added: "All of this means that ECS Group is perfectly ready for its next steps. The digital strategy in place within the group perfectly complements our teams' business abilities, and as such, it is a significant asset for our customers."

ECS Group has over 1,200 employees in 155 offices across 50 countries and 138 airline clients. Since the beginning of the year, it has transported around 850,000 tonnes of cargo.

## ECS CONTINUES DIGITAL DRIVE

By LoadstarEditorial 02/11/2020

**PRESS RELEASE, November 2:** ECS Group is building today's industry. For the last two years, the group has been investing heavily in its digital transformation to support its clients – and its employees – as the business develops. The leading GSSA is now able to rely on a team who is fully dedicated to offering cutting-edge technological support to all of the group's 138 airline clients.

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## ECS GROUP: THE FUTURE IS NOW

2 November 2020

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“We need to stop talking about the future. We're already there. Our employees and our clients have been very suddenly thrust into a crisis that has turned our industry and our everyday practices upside down, but it has also allowed us to roll out all of our digital solutions,” said Adrien Thominet, CEO of ECS Group.

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## ECS OFFERS CARGO REVENUE OPTIMISATION TO CLIENTS

# ROGISTICS

*2 November 2020*

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**Breaking News:**

Tuesday, 3 November 2020

**ECS Group: The Future is Now**

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**ECS GROUP: THE FUTURE IS NOW****Cargo Times+***3 November 2020***[READ THE ARTICLE](#)**

# ECS Group invests in digitalisation to boost performance

By Ritika Arora Bholra · November 3, 2020 · 83 · 0



For the last two years, ECS Group has been investing heavily in its digital transformation to support its clients – and its employees – as the business develops. The leading GSSA is now able to rely on a team who is fully dedicated to offering cutting-edge technological support to all of the group's 138 airline clients.

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"All of this means that ECS Group is perfectly ready for its next steps. The digital strategy in place within the group perfectly complements our teams' business abilities, and as such, it is a significant asset for our customers," says Cedric Millet, Chief Strategy & Digital Officer at ECS Group.

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## ECS GROUP INVESTS IN DIGITALISATION TO BOOST PERFORMANCE

# CARGOCONNECT

3 November 2020

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### Digitalisation helps ECS re-imagine the role of the air cargo GSSA

Posted by [Thelma Elm](#) | Nov 3, 2020 | [Air Cargo Newsdesk](#), [Airlines](#), [Airports](#), [COVID-19](#), [digital airfreight shipment e-bookings platform](#), [digital platforms](#), [digitalisation](#), [digitisation](#), [Editor's choice](#), [Europe](#), [Financial news](#), [Freight-forwarding](#), [logistics](#), [Technology Trends](#) | 0



ECS GROUP has re-invented itself to better reflect the dramatically changing air cargo industry landscape, writes [Thelma Elm](#).

By stepping up its reliance on its in-house digital transactions, the French general sales and services agent (GSSA) has launched a thorough cargo revenue optimisation drive – to better analyse and manage the company's performance at all levels, it says.

Digitalisation of its internal processes has already resulted in greatly improved understanding of the company's commercial planning, pricing, real-time reporting and decision-making support system activities – and this is helping to maximise its revenue opportunities, the company says in a statement.

The move has placed ECS Group among those leading airfreight businesses which have refused to allow a global health pandemic to stop it from embracing a comprehensive digital strategy.

ECS Group's re-invention is the brainchild of [Cargo Digital Factory](#), its unique in-house laboratory, which created the Apollo business intelligence and reporting system, its Pathfinder tracking system and, more recently, Quantum, its in-house ad-hoc pricing support system, the statement reveals.

[Adrien Thominet](#) (pictured), the ever-volatile chief executive of ECS Group, insists that the air cargo industry needs to stop talking about the future. "We're already there," he asserts. "Our employees and our clients have very suddenly been thrust into a crisis that has turned our industry and our everyday practices upside down. But it has also allowed us to roll out all of these digital solutions," he says.

"It's clear that we were ready. And today, more than ever, we are determined to continue along this path," Thominet asserts.

As part of its digitalisation odyssey, a crucial step for the group has been providing all its staff with the expertise to utilise the new digital tools. As a result, ECS has invested heavily in creating Discovery, a bespoke e-learning platform for its 1200 employees, so its business can offer the latest technological support to all of the group's 138 airline customers.

This educational platform boasts online modules covering 15 different specific topics, some of which are fully modular to ensure they meet the day-to-day needs of staff. The group has also established an internal 'Change Ambassador' programme to coordinate the implementation of this training transformation across all countries.

ECS Group is also engaged in implementing partnerships with some of the air cargo industry's leading e-bookings platforms, which digitise bookings processes and which also generate additional revenues for its customers, adds the statement.

[Cedric Millet](#), chief strategy and digital officer at ECS Group, summarises: "All of this means that ECS Group is perfectly ready for its next steps. The digital strategy in place within the group perfectly complements our teams' business abilities and, as such, it is a significant asset for our customers."

The company, which operates 155 offices across 50 countries, carried some 1.18 million tonnes of cargo on behalf of its airline clients in 2019.

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## DIGITALISATION HELPS ECS RE-IMAGINE THE ROLE OF THE AIR CARGO GSSA



3 November 2020

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The group has also made significant investments in this area to create an e-learning platform called Discovery.

## How the ECS Group is changing logistics digitally

STAT Times | Air Cargo Logistics | November 4, 2020

COVID 19 ECS Group ECS Group latest news latest logistics news



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## HOW THE ECS GROUP IS CHANGING LOGISTICS DIGITALLY

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Services

## ECS continues digital drive

By [Dorothea Grewer](#) - November 5, 2020

ECS Group has rolled out a series of new digital technologies to meet the changing needs of customers. The GSSA said it is now able to offer all of its clients the services of its Cargo Revenue Optimization department, which offers commercial planning, pricing, analysis, real-time reporting, and decision-making support systems.

Its Cargo Digital Factory has also developed other services, such as Apollo – business intelligence and reporting system; Pathfinder – a tracking system; and more recently Quantum – an in-house ad-hoc pricing support system.

It is currently implementing partnerships with the main e-booking platforms to digitize the booking process and generate additional revenues for its customers.

Employees also received training on how to use the new systems through an e-learning platform, which offers online modules on 15 different topics. The group has also put in place a "Change Ambassador" programme to coordinate the implementation of this transformation across all countries.

*"We need to stop talking about the future. We're already there. Our employees and our clients have been very suddenly thrust into a crisis that has turned our industry and our everyday practices upside down, but it has also allowed us to roll out all of our digital solutions. We were ready. And today more than ever, we are determined to continue along this path,"* said **Adrien Thominet, chief executive of ECS Group.**

**Cedric Millet, chief strategy and digital officer at ECS Group,** added: *"All of this means that ECS Group is perfectly ready for its next steps. The digital strategy in place within the group perfectly complements our teams' business abilities, and as such, it is a significant asset for our customers."* ECS Group has over 1,200 employees in 155 offices across 50 countries and 138 airline clients. Since the beginning of the year, it has transported around 850,000 tonnes of cargo.

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## ECS CONTINUES DIGITAL DRIVE

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*5 November 2020*

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Home » Ekonomika » ECS Group optimalizuje výnosy z prepravy nákladu

## ECS Group optimalizuje výnosy z prepravy nákladu

O 9. novembra 2020 Ekonomika aplikácia doprava ECS Group letecká platforma zákazník zamestnanci



Skupina ECS Group za posledné dva roky intenzívne investuje do svojej digitálnej transformácie s cieľom podporovať svojich klientov, ale aj svojich zamestnancov v rozvoji podnikania. Firemný tím ponúka špičkovú technologickú podporu všetkým 138 klientom z radu leteckých spoločností.

ECS Group má viac ako 1200 zamestnancov v 155 kanceláriách v 50 krajinách. Od začiatku roka prepravila približne 850.000 ton nákladu. Letecké spoločnosti, ktoré skupina zastupuje, sa spoliehajú na jej rozsiahlu podporu, ktorou posilňuje schopnosť prispôbiť sa a predvídať vývoj. „Musíme prestať hovoriť o budúcnosti. Už sme totiž tam. Našich zamestnancov a klientov pandémie náhle uvrhla do krízy. Zmenila naše každodenné postupy naruby. Na druhej strane umožnila zaviesť všetky naše digitálne riešenia do praxe. Boli sme pripravení a dnes sme viac ako kedykoľvek predtým odhodlaní pokračovať touto cestou,“ uviedol Adrien Thominet, generálny riaditeľ spoločnosti ECS Group.

Firma je teraz schopná ponúknuť všetkým svojim klientom služby optimalizácie výnosov z prepravy nákladu (Cargo Revenue Optimization). Program zahŕňa riadenie výkonu a maximalizáciu výnosov prostredníctvom komerčného plánovania, ceny, analýzy, správy v reálnom čase a podporu rozhodovacích systémov. Tento technologický pokrok je výsledkom rozpracovaných projektov Cargo Digital Factory, laboratória, ktoré umožnilo vytvorenie nástrojov s vysokou pridanou hodnotou.

Ide o Apollo business spravodajský systém, Systém sledovania Pathfinder a Quantum, vnútro podnikový systém podpory tvorby cien ad-hoc. Skupina taktiež významne investovala do e-learningovej platformy. Ponúka online moduly školení na 15 rôznych tém. Kurzy sú zabezpečené tak, že plne vyhovujú času a každodenným potrebám zamestnancov. Skupina taktiež zaviedla program Change Ambassador na koordináciu riadenia transformácie vo všetkých krajinách.

„ECS je dokonale pripravená na svoju budúcnosť. Digitálna stratégia v rámci skupiny dokonale funguje a vhodne dopĺňa obchodné schopnosti našich tímov, čo prináša významný benefit aj pre našich zákazníkov,“ dodal Cedric Millet, šéf Strategy & Digital Officer v ECS Group.

FOTO: aviationnews-online.com

## ECS GROUP OPTIMALIZUJE VÝNOSY Z PREPRAVY NÁKLADU

**Logistika**  
**Dnes.sk***9 November 2020*[READ THE ARTICLE](#)



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## ECS Group: the future is now

TOPICS: 180

POSTED BY: CARGOMEDIA NOVEMBER 2, 2020

PRESS RELEASE, November 2: ECS Group is building today's industry. For the last two years, the group has been investing heavily in its digital transformation to support its clients – and its employees – as the business develops. The leading GSSA is now able to rely on a team who is fully dedicated to offering cutting-edge technological support to all of the group's 138 airline clients.

ECS Group has over 1200 employees in ...

The post [ECS Group: the future is now](#) appeared first on [The Loadstar](#).

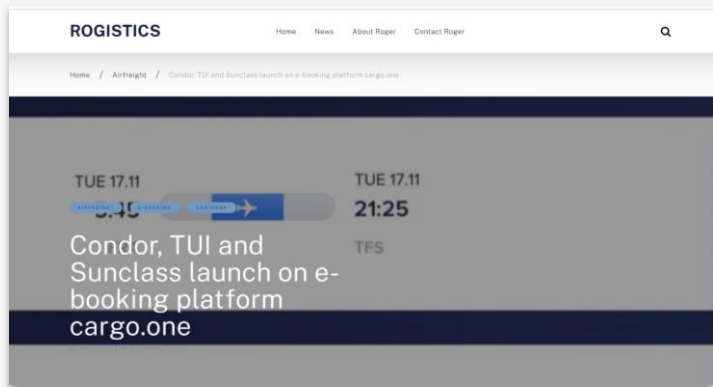
Source: The Loadstar

ECS GROUP: THE FUTURE IS NOW

# CARGO MAGAZINE

12 November 2020

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Condor, TUI and Sunclass, managed by ECS Group, go live on cargo.one to offer their capacity for online booking at real-time prices and with instant confirmation.

The partnership with cargo.one will guarantee freight forwarders a first-class booking experience from search to booking as well as easy access to the carriers' network, especially the many frequencies to the Canary and ABC Islands.

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Said Cedric Millet, Chief Strategy and Digital Officer at ECS Group: "As part of our overall transformation agenda, we decided to partner with several digital solutions providers and cargo.one is one of them.

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He added: "We look forward to welcoming Condor, TUI and Sunclass with their unique networks to our platform. To partner with ECS Group on this integration marks an important milestone for the industry. It signals our joint commitment towards more collaboration amongst all participants of the industry to create a bright and sustainable future for air cargo."

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## CONDOR, TUI AND SUNCLASS LAUNCH ON E-BOOKING PLATFORM CARGO.ONE

## ROLOGISTICS

*18 November 2020*

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## Condor, TUI and Sunclass launch real-time capacity on leading e-booking platform cargo.one

By: AJOT | Nov 18 2020 at 09:20 AM

**Condor, TUI and Sunclass will offer their real-time capacity on cargo.one, starting from November 2020.**

**As part of their overall transformation agenda, ECS Group empowers its Total Cargo Management airlines to distribute digitally by connecting to cargo.one and other e-booking platforms.**

Condor, TUI and Sunclass, managed by ECS Group, go live on cargo.one to offer their capacity for online booking at real-time prices and with instant confirmation. The partnership with cargo.one will guarantee freight forwarders a first-class booking experience from search to booking as well as easy access to the carriers' network, especially the many frequencies to the Canary and ABC Islands.

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# CONDOR,TUI AND SUNCLASS LAUNCH CAPACITY ON LEADING E-BOOKING PLATFORM CARGO.ONE



18 November 2020

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## Condor, TUI and Sunclass launch real-time capacity on leading e-booking platform cargo.one

POSTED ON 18TH NOVEMBER 2020 BY EDDIE SAUNDERS

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The screenshot shows the cargo.one interface with three flight cards:

Carrier	Origin	Destination	Price	Class
Condor	5:45	21:25	178 €	Condor Standard
TUI	8:00	18:55	186 €	TUI Standard
Sunclass	11:45	20:25	154 €	Sunclass Standard

Below the flight cards, there are logos for ETIHAD, Abu Dhabi Ports, RATES, RAGYA GATEWAY, SKYCELL, HOPE Consortium, and TATA.

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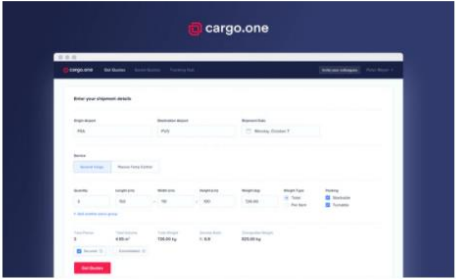
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## Condor, TUI and Sunclass Launch Real-Time Capacity on Leading e-Booking Platform cargo.one

From – ECS Group  
Nov 18th, 2020

Facebook Twitter LinkedIn YouTube



**BERLIN | PARIS, Nov. 18, 2020** - Condor, TUI and Sunclass, managed by ECS Group, go live on cargo.one to offer their capacity for online booking at real-time prices and with instant confirmation. The partnership with cargo.one will guarantee freight forwarders a first-class booking experience from search to booking as well as easy access to the carriers' network, especially the many frequencies to the Canary and ABC Islands.

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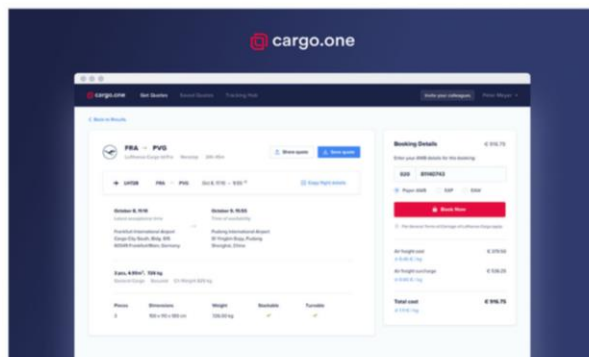


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Condor, TUI, Sunclass will offer their real-time capacity on cargo.one starting from November 2020

## Condor, TUI and Sunclass go live on cargo.one e-booking platform

STAT Times | Air Cargo | November 18, 2020

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# CONDOR, TUI AND SUNCLASS GO LIVE ON CARGO.ONE E-BOOKING PLATFORM



18 November 2020

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## Condor, TUI and Sunclass list bellyhold capacity on cargo.one

18 / 11 / 2020

By Rachelle Harry



From this month, passenger airlines Condor, TUI and Sunclass are offering their bellyhold capacity on cargo.one, the digital cargo booking platform.

Cargo.one said the partnership with Condor, TUI and Sunclass – which are all managed by general sales and services agent (GSSA) ECS Group – will be particularly useful to freight forwarders booking capacity to the Canary and ABC Islands.

It added that collaboration between different players is essential to reach the next phase of the air cargo industry's digitalisation.

Initially, the carriers' capacity will be made available in Germany and it is expected to be followed by key European countries such as Belgium, the Netherlands and more.

Cedric Millet, chief strategy and digital officer at ECS Group, said: "As part of our overall transformation agenda, we decided to partner with several digital solutions providers and cargo.one is one of them."

He added: "Online distribution is a needed service for us to allow our principals to rise from the Covid-19 crisis faster and stronger. Making the services of our partner airlines Condor, TUI and Sunclass available on cargo.one is a step forward in this strategy."

Moritz Claussen, co-founder and managing director at cargo.one, added: "Being able to offer freight forwarders the broadest possible network and capacity available for booking to any destination in the world is an important goal for us at cargo.one – in particular in the upcoming peak season."

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## CONDOR, TUI AND SUNCLASS LIST BELLYHOLD CAPACITY ON CARGO.ONE



18 November 2020

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## Condor, TUI And Sunclass Launch Real-Time Capacity On Leading E-Booking Platform Cargo.One

POSTED ON NOVEMBER 25, 2020

The screenshot displays the Cargo.One interface with three flight cards. Each card includes the airline logo, flight dates and times, a price per kilogram, and a 'View quote' button.

Carrier	Origin	Destination	Class	Price / kg
Condor	FRA	TFS	Standard	1.78 €
TUI	FRA	LPA	Standard	1.86 €
Sunclass	CPH	ACE	Standard	1.64 €

Condor, TUI and Sunclass, managed by ECS Group, go live on cargo.one to offer their capacity for online booking at real-time prices and with instant confirmation. The partnership with cargo.one will guarantee freight forwarders a first-class booking experience from search to booking as well as easy access to the carriers' network, especially the many frequencies to the Canary and ABC Islands.

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## ECS plugs Condor, TUI, Sunclass into cargo.one

18/November/2020 Farah Florentino Carriers, Europe & CIS, GSA/GSSA, IT & Disruption, IT Providers

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## ECS PLUGS CONDOR, TUI, SUNCLASS INTO CARGO.ONE



19 November 2020

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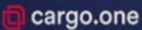
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

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Home > Technology > Condor, TUI and Sunclass go live on cargo.one e-booking platform



 Condor	TUE 17 11 5:45 FRA	+	TUE 17 11 21:25 SPS	<b>178 €</b> <small>/kg</small> Condor Standard <a href="#" style="background-color: red; color: white; padding: 2px 5px;">View quote</a>
 TUI	TUE 17 11 8:00 FRA	+	WED 18 11 18:55 LPA	<b>186 €</b> <small>/kg</small> TUI Standard <a href="#" style="background-color: red; color: white; padding: 2px 5px;">View quote</a>
 Sunclass	TUE 17 11 TUE 17 11	+	TUE 17 11	<b>164€</b> <small>/kg</small> Sunclass Standard <a href="#" style="background-color: red; color: white; padding: 2px 5px;">View quote</a>

Condor, TUI and Sunclass go live on cargo.one e-booking platform

By Devendra Grover - November 19, 2020 92 0

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Following its \$18.6 million financing round, cargo.one has been rapidly expanding its services. Heading into peak season, the platform will be a crucial channel for its airline partners to distribute capacity efficiently.

*"Being able to offer freight forwarders the broadest possible network and capacity available for booking to any destination in the world is an important goal for us at cargo.one - in particular in the upcoming peak season," says Moritz Claussen, co-founder and managing director at cargo.one and adds "We look forward to welcoming Condor, TUI and Sunclass with their unique networks to our platform.*

*To partner with ECS Group on this integration marks an important milestone for the industry. It signals our joint commitment towards more collaboration amongst all participants of the industry to create a bright and sustainable future for air cargo."*

Starting from November, capacity of Condor, TUI and Sunclass will be made available on cargo.one in Germany, followed by other key European countries such as Belgium, the Netherlands and many more.

## CONDOR, TUI AND SUNCLASS GO LIVE ON CARGO.ONE E-BOOKING PLATFORM

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Condor, TUI, Sunclass Join for Peak Season Service

by [Sofia Herrera](#) - November 20, 2020

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**Get Air Cargo News**

**MIAMI** – Condor (DE), TUI (OR), and Sunclass (DK) will offer their belly hold capacity on the digital cargo booking platform [cargo.one](#) starting November. ECS Group, a general sales and services agent (GSSA) manages the three carriers.

As part of a collaboration, the strategy seeks to reach the next phase of the air cargo industry's digitalization. In the statement, the group says the offering will especially benefit the Canary and ABC Islands. In the beginning, the carriers' capacity will be available in Germany. The ECS Group expects to also have these operations in key European countries at a later time.

The partnership with [cargo.one](#) will "guarantee freight forwarders a first-class booking experience," state the cargo airlines. This would be displayed through easy access to the companies' network from searching to booking. Additionally, the move corresponds to the peak season when the platform is set to be "crucial" for the efficient distribution capacity of DE, OR, DK.



Condor Cargo Boeing 767. Photo: Condor Airlines.

**Online Distribution for the Recovery**

Despite launching this collaboration, ECS Group Chief Strategy and Digital Officer Cedric Millet said that the group had established a transformation agenda with several digital solutions providers. Regarding [cargo.one](#), he remarked that online distribution is a needed service to rise from the COVID-19 crisis "faster and stronger."

On his part, [cargo.one](#) co-founder and Managing Director Moritz Clausen states that this partnership is an important milestone for the industry. For the director, this new offering encompasses signals of a joint commitment towards more collaboration amongst the aviation sector with the goal "to create a bright and sustainable future for air cargo."

Featured photo: Condor Cargo baggage. Photo: Condor Airlines.

## CONDOR, TUI, SUNCLASS JOIN FOR PEAK SEASON SERVICE

**Airways**  
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22 November 2020

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**CFGO LATEST NEWS**

Size (and weight) matter! Small is beautiful. Image: Triatic GmbH

**sqAIR-timber one of 1,000 selected sustainable solutions**

sqAIR-timber, the lightweight, cardboard fiber pallet-alternative developed by German triatic GmbH, was recently accorded the Solar Impulse Efficient Solution label. This label, awarded by the solar flight pioneer, Bertrand Piccard's Solar Impulse Foundation, denotes sqAIR-timber as being one of its chosen 1,000 innovative yet also economically attractive sustainable solutions. The lightweight pallet and beam alternative solutions, made from 100% recycled paper, weigh 80% less than their wood peers and can thus help to massively reduce CO2 emissions during transport. Weighing just 1.2 kg, one meter of sqAIR-timber can carry up to 5 tons.

Andreas Langemann, Managing Director of triatic GmbH, pointed to the solution's attractiveness for special shipments, too. "When transporting pharmaceutical products by air freight, some of our customers already rely completely on sqAIR-timber, because the transition to our sustainable solution is easy and reliable, especially with standardized packaging," and elaborated on its benefits: "We are particularly honored to have been awarded a label from the Solar Impulse Foundation because we believe that sqAIR-timber perfectly embodies the combination of economic and environmental benefits. On the one hand, sqAIR-timber features massive cost and weight savings for airlines, and handling agencies have to spend less time setting up our transportation system. On the other, the weight savings are already reducing CO2 emissions from global freight transportation today."

Jettanair, the exclusive sales partner for sqAIR-timber which it already presented at the LLD Care conference in Montreal, Canada, back in SEP19, was pleased with the award: "sqAIR-timber is a really innovative system with huge potential to make air freight transportation more sustainable. We were extremely excited about this solution from the outset. It's a perfect fit with our portfolio of innovative loading equipment and control solutions and with our mission of making logistics more sustainable." Thorsten Reiskert, Chief Sales Officer of Jettanair GmbH, summarized.

Three new customers on board cargo one. Image: cargo one

**Condor, TUI, and Sunclass join cargo one**

The ECS Group members, Condor, TUI, and Sunclass have now placed their real-time capacity offer on the cargo one e-booking platform. Available from Germany and other European countries from this month on, the latest additions expand the booking platform's network reach to include a number of interesting destinations including the Canary and ABC Islands. An unusual step for holiday carriers to offer their belly space with real-time prices and instant confirmation to freight forwarders, and a sign of the times where every kilo of capacity counts – especially now in the run-up to Christmas.

Cedric Millet, Chief Strategy and Digital Officer at ECS Group, explains the reason behind enabling its Total Cargo Management services to digitally sell their space on various e-booking platforms: "As part of our overall transformation agenda, we decided to partner with several digital solutions providers and cargo one is one of them. Online distribution is a needed service for us to allow our principals to rise from the COVID-19 crisis faster and stronger. Making the services of our partner airlines Condor, TUI and Sunclass available on cargo one is a step forward in this strategy."

Moritz Clausen, Co-Founder and Managing Director at cargo one, commented: "Being able to offer freight forwarders the broadest possible network and capacity available for booking to any destination in the world is an important goal for us at cargo one – in particular in the upcoming peak season. We look forward to welcoming Condor, TUI and Sunclass with their unique networks to our platform. To partner with ECS Group on this integration marks an important milestone for the industry. It signals our joint commitment towards more collaboration amongst all participants of the industry to create a bright and sustainable future for air cargo." cargo one received \$18.6 million in a financing round this summer, and continues to successfully grow and expand.

# CONDOR, TUI, AND SUNCLASS JOIN CARGO.ONE



23 November 2020

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# AVIATION

*Business News*

CARGO, CARGO NEWS

## Wexco becomes Qatar Airways Cargo's sales agent in Australia

by Jason Holland on November 25, 2020



**Qatar Airways Cargo has appointed ECS Group company Wexco as its general sales agent in Australia.**

The new agreement extends the strategic partnership between Qatar Airways and ECS Group, which covers 20 countries.

Qatar Airways serves five Australian cities – Melbourne, Perth, Sydney, Brisbane and Adelaide – and operates 30 passenger and freighters flights per week.

"We have a solid foundation for further growth [in Australia] with our partner Wexco, whose excellent reputation in the Australian market was also a major factor in our decision, together with its deep knowledge of Qatar Airways' processes," said Qatar Airways' vice president cargo Asia Daniel Parker.

The airline said its main market in Australia is perishable exports to the Middle East, with outbound pharmaceuticals traffic to Europe and the Americas also growing.

Wexco Australia managing director Cédric Millet said: "The Australian air exports registered a 24 per cent decrease compared to last year, but we are seeing an injection of services in the lead up to the peak season, particularly for the exports of produce. A lot of flights are being operated under the government funded International Freight Assistance Mechanism (IFAM) programme in order to boost Australia's perishables export trade."

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## WEXCO BECOMES QATAR AIRWAYS CARGO'S SALES AGENT IN AUSTRALIA

# AVIATION

*Business News*

*25 November 2020*

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POSTED ON NOVEMBER 25, 2020



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## QATAR AIRWAYS CARGO APPOINTS WEXCO IN AUSTRALIA

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25 November 2020

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AIRFREIGHT ASIA GSA/CSA MIDDLE EAST

# Qatar Airways Cargo appoints Wexco as GSA in Australia

By Rogistics | 25 November 2020

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## QATAR AIRWAYS CARGO APPOINTS WEXCO

*25 November 2020*

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By AJOT | Nov 25 2020 at 02:34 PM | Air Cargo News

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Nov 25, 2020

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25 November 2020

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POSTED ON 25TH NOVEMBER 2020 BY PARVEEN RAJA

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## QATAR AIRWAYS APPOINT WEXCO AS AUSTRALIAN SALES AGENT



## Qatar Airways Cargo appoints Wexco in Australia

📅 November 25, 2020 🗣️ Newsdesk

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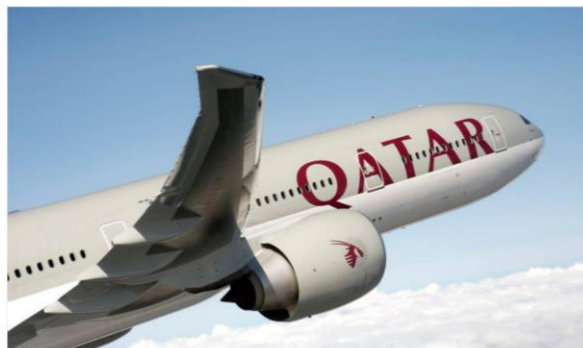
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25 November 2020

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## Qatar Airways Cargo appoints Wexco as its GSA in Australia

STAT Times | Air Cargo | November 25, 2020

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# QATAR AIRWAYS CARGO APPOINTS WEXCO AS ITS GSA IN AUSTRALIA

25 November 2020

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in General Aviation

## Qatar Airways Cargo appoints Wexco

Posted 25 November 2020 · [Add Comment](#)

Qatar Airways Cargo has appointed Wexco, a part of ECS Group, as its general sales agent (GSA) in Australia. Jay Menon reports.



Qatar Airways Cargo has appointed Wexco as its general sales agent (GSA) in Australia. Image: Qatar Airways Cargo

The strategic partnership with Wexco will help leverage Qatar Airways' strong presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to the Australian exporters.

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## QATAR AIRWAYS CARGO APPOINTS WEXCO

25 November 2020

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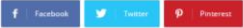


Home » Airlines » Qatar Airways Cargo appoints Wexco, ECS Group subsidiary, in Australia



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By Devendra Grover - November 25, 2020



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## Qatar Cargo selects Wexco as Australia GSA

25 / 11 / 2020

By Damian Brett



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Cédric Millet, managing director Wexco Australia, welcomed the new agreement with Qatar Airways Cargo, adding: "Qatar Airways sets very high expectations and so does Wexco. We are very much aligned on providing the highest service levels to our customers."

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Qatar Airways Cargo was one of the founder airlines within IFAM, offering registered exporters over 830 tonnes of cargo capacity each week on its passenger flights and freighters from Australia.

"The partnership will leverage Qatar Airways' strong presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to the Australian exporters," ECS said in a press release.

## QATAR CARGO SELECTS WEXCO AS AUSTRALIA GSA

[Home](#) > [Airline News](#) > [Qatar Airways Cargo appoints Wexco in Australia](#)

## Qatar Airways Cargo appoints Wexco in Australia

By James Graham · Nov 25, 2020

85 0



Qatar Airways Boeing 787-9 Dreamliner

On November 1, Qatar Airways Cargo appointed Wexco, part of ECS Group, as its general sales agent (GSA) in Australia. Through that new agreement, Qatar Airways and ECS Group are extending their strategic partnership which today covers 20 countries worldwide. The partnership will leverage Qatar Airways' strong presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to the Australian exporters.

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Cédric Millet, managing director Wexco Australia, welcomed the new agreement with Qatar Airways Cargo, adding: "Qatar Airways sets very high expectations and so does Wexco. We are very much aligned on providing the highest service levels to our customers. The Qatar Airways Cargo motto is 'Moved by people' and we have built an excellent team of 13 dedicated people within Wexco, who will do a fantastic job for Qatar Airways.

Commenting on the current Australian market Millet said: "The Australian air exports registered a 24% decrease compared to last year, but we are seeing an injection of services in the lead up to the peak season, particularly for the exports of produce. A lot of flights are being operated under the government funded International Freight Assistance Mechanism (IFAM) programme in order to boost Australia's perishables export trade."

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## QATAR AIRWAYS CARGO APPOINTS WEXCO IN AUSTRALIA

*25 November 2020*[READ THE ARTICLE](#)



### Wexco to help Qatar develop Australian exports market

Posted by Thelma Elm | Nov 25, 2020 | Air Cargo Newsdesk, air charters, Airlines, Australia, business news, Cold chain, Editor's choice, freighters, GSSA, logistics, Perishables, Pharmaceuticals, The Middle East | 0



QATAR Airways Cargo has extended its strategic partnership with French general sales and services agent ECS Group, which spans 20 countries worldwide, writes *Thelma Elm*.

The airline's airfreight division has appointed ECS subsidiary Wexco as its general sales agent (GSA) in Australia to promote that country's exports to destinations in the Middle East, Europe, the Americas and Africa, says a statement.

Although the airline's main Australian market remains perishable produce shipments to the Middle East, it also enjoys a share of the growing pharmaceuticals airfreight business to Europe and The Americas.

As one of the founder carriers within the government-funded International Freight Assistance Mechanism (IFAM) programme established to boost Australia's perishables export trade, Qatar Cargo has been offering registered exporters access to more than 830 tonnes of cargo capacity per week.

With its scheduled services between Brisbane and Auckland, the airline also expects to capitalise on opportunities to the neighbouring market of New Zealand. Qatar Airways currently serves the five major Australian cities of Melbourne, Perth, Sydney, Brisbane and Adelaide with 30 passenger and freighter flights per week.

Daniel Parker, vice-president of cargo in the Asia region at Qatar Airways, states: "Qatar Airways is one of the best and most reliable airlines in the Australian market. We have a solid foundation for further growth with our partner Wexco, whose excellent reputation in the Australian market was also a major factor in our decision, together with its deep knowledge of Qatar Airways' processes."

Cédric Millet, managing director of Wexco Australia, points out that the Qatar Airways Cargo motto is 'Moved by people' – "and we have built an excellent team of 13 dedicated people within Wexco who will do a fantastic job for Qatar Airways.

"Australia's air exports have registered a 24 per cent decrease compared to last year, but we are [now] seeing an injection of services in the lead up to the peak season, particularly for the exports of produce," he advises.

"A lot of flights are being operated under the government-funded International Freight Assistance Mechanism (IFAM) programme in order to boost Australia's perishables exports trade," he adds.

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## WEXCO TO HELP QATAR DEVELOP AUSTRALIAN EXPORTS MARKET



25 November 2020

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Source **ECS Group**

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Posted by: alhathali in Airlines

Doha – wejhath |

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## QATAR AIRWAYS CARGO APPOINTS WEXCO, ECS GROUP SUBSIDIARY, IN AUSTRALIA



Airline Company News

## Arabian Aerospace – Qatar Airways Cargo appoints Wexco

November 25, 2020 Caroline Purbeck Qatar Airways

Posted 25 November 2020 · [Add Comment](#)

Qatar Airways Cargo has appointed Wexco, a part of ECS Group, as its general sales agent (GSA) in Australia. Jay Menon reports.

Qatar Airways Cargo has appointed Wexco as its general sales agent (GSA) in Australia. Image: Qatar Airways Cargo

The strategic partnership with Wexco will help leverage Qatar Airways' strong presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to the Australian exporters.

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Cédric Millet, managing director Wexco Australia, welcoming the agreement, said: "Qatar Airways sets very high expectations and so does Wexco. We are very much aligned on providing the highest service levels to our customers. The Qatar Airways Cargo motto is 'Moved by people' and we have built an excellent team of 13 dedicated people within Wexco, who will do a fantastic job for Qatar Airways. ECS Group is one of the leaders in general sales and service agent business, serving airlines around the world.

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## ARABIAN AEROSPACE – QATAR AIRWAYS CARGO APPOINTS WEXCO

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Doha

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The main market for Qatar Airways in Australia remains the perishable exports to the Middle East, in addition to the growing outbound pharmaceuticals traffic to Europe and the Americas. The carrier can also capitalise on the opportunities from Australia to the neighbouring market of New Zealand thanks to its scheduled services between Brisbane and Auckland.

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# QATAR AIRWAYS CARGO APPOINTS WEXCO AS ITS GSA IN AUSTRALIA

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26 November 2020

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Photo: Qatar Airways Cargo

26.11.2020



**ECS and Qatar Airways Cargo extend partnership**

Qatar Airways Cargo has appointed Wexco, which joined ECS Group a year ago, as its general sales agent (GSA) in Australia, where the Middle Eastern airline is operating 30 weekly passenger and freighters flights to Adelaide, Brisbane, Melbourne, Perth and Sydney.

Through the new agreement, Qatar Airways and ECS Group are extending their strategic partnership which today covers 20 countries worldwide.

Cédric Millet, managing director Wexco Australia: "We are seeing an injection of services in the lead up to the peak season, particularly for the exports of produce."

A lot of flights are being operated under the government funded international freight assistance mechanism (IFAM) programme, of which Qatar Airways Cargo was one of the founder airlines, in order to boost Australia's perishables export trade. (ah)

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## ECS AND QATAR AIRWAYS CARGO EXTEND PARTNERSHIP



26 November 2020

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Air Cargo

## Qatar Airways Cargo appoints Wexco, ECS Group subsidiary, in Australia

By Ritika Arora Bhola - November 26, 2020 54 0



Qatar Airways Cargo recently appointed Wexco, part of ECS Group, as its general sales agent (GSA) in Australia. Through that new agreement, Qatar Airways and ECS Group are extending their strategic partnership which today covers 20 countries worldwide. The partnership will leverage Qatar Airways' strong presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to the Australian exporters, says release.

Qatar Airways serves five major Australian cities: Melbourne, Perth, Sydney, Brisbane and Adelaide and operates 30 passenger and freighters flights per week.

Daniel Parker, Vice President Cargo Asia, Qatar Airways, said in a statement, "Qatar Airways is one of the best and most reliable airlines in the Australian market. We have a solid foundation for further growth with our partner Wexco, whose excellent reputation in the Australian market was also a major factor in our decision, together with its deep knowledge of Qatar Airways' processes."

The main market for Qatar Airways in Australia remains the perishable exports to the Middle East, but also growing outbound pharmaceuticals traffic to Europe and The Americas. The carrier can also capitalize on the opportunities from Australia to the neighboring market of New Zealand thanks to its scheduled services between Brisbane and Auckland.

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## QATAR AIRWAYS CARGO APPOINTS WEXCO, ECS GROUP SUBSIDIARY, IN AUSTRALIA

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26 November 2020

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## Qatar Airways Cargo Appoints Wexco, ECS Group Subsidiary, in Australia

By Editor  
26-Nov-2020



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*ECS Group is the world leader in GSSA business, serving airlines. Representing hundreds of companies in over 50 countries through its 155 offices, ECS Group knows it can count on its 1,200+ employees around the world to offer high-quality service tailored to each of its partners. Thanks to this ever-increasing network, in 2019 ECS Group carried over 1,179,000 tons on behalf of the airlines it represents and, in this way, contributes to their growth and development on the international stage in the air cargo sector. ECS Group has received many awards from its peers and is the favoured partner and go-to GSSA in the cargo industry.*

*Qatar Airways Cargo, one of the world's leading international air cargo carriers, serves more than 60 freighter destinations worldwide via its world-class Doha hub and also delivers freight to an extensive network, utilising a young and modern fleet of belly-hold aircraft and freighters. The freighter fleet includes two Boeing 747-8 freighters, 21 Boeing 777 freighters and four Airbus A330 freighters.*

# QATAR AIRWAYS CARGO APPOINTS WEXCO, ECS GROUP SUBSIDIARY, IN AUSTRALIA



26 November 2020

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## Condor, TUI, Sunclass offer bellyhold bookings on cargo.one

A DANISH and two German aviation firms, Copenhagen's Sunclass airlines and Germany's, TUI and Condor, have opened bellyhold capacity on cargo



Editor: SeaNews

26 November 2020 - 19:00

A DANISH and two German aviation firms, Copenhagen's Sunclass airlines and Germany's, TUI and Condor, have opened bellyhold capacity on cargo.one, their digital cargo booking platform.

Cargo.one said the partnership with Condor, TUI and Sunclass, managed by general sales agent ECS Group - will be particularly useful to freight forwarders

booking capacity to the Canary and ABC Islands, reports London's Air Cargo News.

It added that collaboration between different players is essential to reach the next phase of the air cargo industry's digitalisation.

Initially, the carriers' capacity will be made available in Germany and it is expected to be followed by key European countries such as Belgium, the Netherlands and more.

'As part of our overall transformation agenda, we decided to partner with several digital solutions providers and cargo.one is one of them,' said ECS strategist Cedric Millet.

'Online distribution is a needed service for us to allow our principals to rise from the Covid-19 crisis. Making the services of our partner airlines Condor, TUI and Sunclass available on cargo.one is a step forward.'

Said cargo.one managing director Moritz Claussen: 'Being able to offer freight forwarders the broadest possible network and capacity available for booking to any destination in the world is an important goal for us at cargo.one - in particular in the upcoming peak season.'

## CONDOR, TUI, SUNCLASS OFFER BELLYHOLD BOOKINGS ON CARGO.ONE

27 November 2020

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29 November 2020

**Qatar Airways Cargo appoints Wexco as its Australia GSA**

Qatar Airways, which serves Melbourne, Perth, Sydney, Brisbane and Adelaide, in Australia, with 30 passenger and freighters flights every week, appointed ECS Group subsidiary, Wexco, as its Australian general sales agent (GSA) on 01NOV20. Thus, Qatar Airways and ECS Group now operate a strategic partnership in 20 countries. Daniel Parker, Vice President Cargo Asia, Qatar Airways, said: "Qatar Airways is one of the best and most reliable airlines in the Australian market. We have a solid foundation for further growth with our partner Wexco, whose excellent reputation in the Australian market was also a major factor in our decision, together with its deep knowledge of Qatar Airways' processes."

Cédric Millet, managing director Wexco Australia, welcomed the new agreement with Qatar Airways Cargo, adding: "Qatar Airways sets very high expectations and so does Wexco. We are very much aligned on providing the highest service levels to our customers. The Qatar Airways Cargo motto is 'Moved by people' and we have built an excellent team of 13 dedicated people within Wexco, who will do a fantastic job for Qatar Airways. [...] The Australian air exports registered a 24% decrease compared to last year, but we are seeing an injection of services in the lead up to the peak season, particularly for the exports of produce. A lot of flights are being operated under the government funded International Freight Assistance Mechanism (IFAM) program in order to boost Australia's perishables export trade."

The press release points out that "Qatar Airways Cargo was one of the founder airlines within IFAM, offering registered exporters over 830 tons of cargo capacity each week on its passenger flights and freighters from Australia."



Wexco is Qatar Airways Cargo's GSA Down Under. Image: Qatar

# QATAR AIRWAYS CARGO APPOINTS WEXCO AS ITS AUSTRALIA GSA



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## Qatar Airways Cargo appoints ECS Group's Wexco in Australia

QATAR Airways Cargo appointed Wexco, part of ECS Group, as its general sales agent (GSA) in Australia, joining in a partnership that covers 20 countries worldwide

f t w in p

Editor: SeaNews

30 November 2020 - 10:00

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The partnership will bring Qatar Airways' presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to Australian exporters.

Qatar Airways serves Melbourne, Perth, Sydney, Brisbane and Adelaide and operates 30 passenger and freighters flights per week.

Said Qatar cargo vice president Daniel Parker: 'Wexco, whose excellent reputation in the Australian market was a major factor in our decision, together with its deep knowledge of Qatar Airways' processes.'

Said Wexco Australia managing director Cedric Millet: 'Qatar Airways sets very high expectations and so does Wexco. We are very much aligned on providing the highest service levels to our customers.'

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## QATAR AIRWAYS CARGO APPOINTS ECS GROUP'S WEXCO IN AUSTRALIA

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## Qatar Airways Cargo Appoints Wexco, ECS Group Subsidiary, in Australia

From — Qatar Airways  
Nov 30th, 2020



Qatar Airways Cargo

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## QATAR AIRWAYS CARGO APPOINTS WEXCO, ECS GROUP SUBSIDIARY, IN AUSTRALIA



30 November 2020

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## ECS building tomorrow's supply chain today

ECS Group is building today's industry. For the last two years, the group has been investing heavily in its digital transformation to support its clients – and its employees – as the business develops. The leading GSSA is now able to rely on a team who is fully dedicated to offering cutting-edge technological support to all of the group's 138 airline clients.

ECS Group has over 1200 employees in 155 offices across 50 countries. Since the beginning of the year, it has transported no less than 850,000 tonnes of cargo. The airlines that the group represents have been able to rely on the unwavering support of its global teams, bolstered by its ability to adapt and to anticipate developments. "We need to stop talking about the future. We're already there. Our employees and our clients have been very suddenly thrust into a crisis that has turned our industry and our everyday practices upside down, but it has also allowed us to roll out all of our digital solutions. It's clear that we were ready. And today more than ever, we are determined to continue along this path," said Adrien Thominet, CEO of ECS Group.

ECS Group is now able to offer all of its clients the services of its Cargo Revenue Optimization department – a department dedicated to managing performance and maximizing revenue through commercial planning, pricing, analysis, real-time reporting and decision-making support systems. This technological progress is the result of projects developed by the leading GSA's Cargo Digital Factory, a laboratory that has enabled the creation of high added-value tools: Apollo business intelligence and reporting system; Pathfinder tracking system; and more recently Quantum, the in-house ad-hoc pricing support system

A crucial step involved providing ECS Group employees the means to get the most out of all of these tools, helping them to stand out through true service excellence, a core element of the GSA's business. The group has also made significant investments in this area to create an e-learning platform. This platform, Discovery, is fully dedicated to training and offers online modules on 15 different topics. Some of these courses are completely modular to ensure they fully meet the day-to-day needs of employees. The group has also put in place a "Change Ambassador" programme to coordinate the implementation of this transformation across all countries.

"All of this means that ECS Group is perfectly ready for its next steps. The digital strategy in place within the group perfectly complements our teams' business abilities, and as such, it is a significant asset for our customers," says Cedric Millet, Chief Strategy & Digital Officer at ECS Group. ECS is also taking things further by setting-up partnerships when they can optimize ECS Group' processes or the ones of its clients. The leading GSSA is currently implementing partnerships with the main e-booking platforms to digitize the booking process and generate additional revenues for its customers.



## ECS BUILDING TOMORROW'S SUPPLY CHAIN TODAY

## ECS Group invests in cutting-edge technology



*Technological sophistication catapults Group in the frontlines of the GSSA business*

During the past two years, the Paris, France-headquartered ECS Group has been investing heavily in upgrading and empowering its digital transformation to support its vast client portfolio with customized optimum solutions.

The leading GSSA (general sales & service agency) is ably supported by a professional team that is fully dedicated to offering cutting-edge technological support to all of the group's 138 airline clients, the company said in a recent press communiqué.



Adrien Thominet, CEO, ECS Group

Since the beginning of this year, the Group has transported no less than 850,000 tonnes of cargo. The airlines that the group represents have been able to rely on the support of its global teams, bolstered by its ability to adapt and to anticipate developments.

### Future ready

"The future is here our employees and our clients have been very suddenly thrust into a crisis that has turned our industry and our everyday practices upside down, but it has also allowed us to roll out all of our digital solutions. It's clear that we were ready. Today, more than ever, we are determined to continue along this path," affirmed Adrien Thominet, CEO, ECS Group.

ECS Group is now able to offer all of its clients the services of its *Cargo Revenue Optimization* department – a department dedicated to managing performance and maximizing revenue through commercial planning, pricing, analysis, real-time reporting and decision-making support systems.

This technological progress is the result of projects developed by the leading GSA's *Cargo Digital Factory*, a laboratory that has enabled the creation of high added-value tools: Apollo business intelligence and reporting system; Pathfinder tracking system; and more recently Quantum, the in-house ad-hoc pricing support system, the press statement continued.

### Discovery Platform

This Discovery Platform is fully dedicated to training and offers online modules on 15 different topics. Some of these courses are completely modular to ensure they fully meet the day-to-day needs of employees. The group has also put in place a 'Change Ambassador' programme to coordinate the implementation of this transformation across all countries, the press note added.

"All of this implies that the ECS Group is perfectly ready and able for the future. The digital strategy in place within the group perfectly complements our teams' business competencies, and as such, it is a significant asset for our customers," asserted Cedric Millet, Chief Strategy & Digital Officer, ECS Group.

ECS is also taking things further by setting-up partnerships when they can optimize ECS Group' processes or those of its clients. The leading GSSA is currently implementing partnerships with the main e-booking platforms to digitize the booking process and generate additional revenues for its customers.

Globally, the ECS Group has over 1200 employees in 155 offices across 50 countries.

## ECS GROUP INVESTS IN CUTTING-EDGE TECHNOLOGY

## Finding and selling business opportunities

POSTED ON 1ST DECEMBER 2020

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CAAS talks to Adrien Thominet, CEO of ECS Group, about the impact on cargo GSSA companies of the massive and dramatic changes to the air cargo landscape this year, and identifying new revenue streams for the airlines they represent

**What have been the main implications for cargo GSSA companies of the massive and dramatic changes to the air cargo landscape this year?**

Our biggest challenge is to find new business opportunities for the airlines we represent - currently almost 140 - against the backdrop of a drastic fall in capacity. We are doing everything we can to bring them business, by putting together bespoke and unprecedented operations via charter or passenger-to-freighter flights, to destinations in their networks and also by creating new routes. Our global sales network, the synergies that we create between our offices worldwide and our client portfolio, allow us to create these new opportunities and to find business solutions all over the world.

Digitalisation also plays a key role, enabling us to take quick action and to provide solutions to our clients, as well as to support our business and help our sales and operational teams in their everyday work. The tools that we've made available to our teams to help them manage performance and revenue, optimise the pricing strategy, conduct commercial planning and load optimisation, and facilitate ad-hoc pricing, all help them do these tasks more effectively. To optimise our sales and increase our sales density, we also offer our clients e-booking and e-quote solutions via the partnerships we have forged with the market's leading platforms.

From an organisational viewpoint, we have put in place all possible measures to enable our teams to work remotely and ensure they are as safe as possible.

**What are the implications to you as a GSSA - commercially and operationally - of the shift away from belly cargo capacity towards main deck capacity and cargo-only passenger**

## FINDING AND SELLING BUSINESS OPPORTUNITIES



01 December 2020

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## QATAR AIRWAYS CARGO APPOINTS WEXCO, ECS GROUP SUBSIDIARY, IN AUSTRALIA



**Qatar Airways Cargo appointed Wexco, part of ECS Group, as its general sales agent (GSA) in Australia.** Through that new agreement, Qatar Airways and ECS Group are extending their strategic partnership which today covers 20 countries worldwide. The partnership will leverage Qatar Airways' strong presence in Australia, promoting destinations to the Middle-East, Europe, the Americas and Africa to the Australian exporters.

Qatar Airways serves five major Australian cities: Melbourne, Perth, Sydney, Brisbane and Adelaide and operates 30 passenger and freighters flights per week.

Daniel Parker, Vice President Cargo Asia, Qatar Airways, said: "Qatar Airways is one of the best and most reliable airlines in the Australian market. We have a solid foundation for further growth with our partner Wexco, whose excellent reputation in the Australian market was also a major factor in our decision, together with its deep knowledge of Qatar Airways' processes."

The main market for Qatar Airways in Australia remains the perishable exports to the Middle East, but also growing outbound pharmaceuticals traffic to Europe and The Americas. The carrier can also capitalize on the opportunities from Australia to the neighboring

market of New Zealand thanks to its scheduled services between Brisbane and Auckland.

Cédric Millet, managing director Wexco Australia, welcomed the new agreement with Qatar Airways Cargo, adding: "Qatar Airways sets very high expectations and so does Wexco. We are very much aligned on providing the highest service levels to our customers. The Qatar Airways Cargo motto is 'Moved by people' and we have built an excellent team of 13 dedicated people within Wexco, who will do a fantastic job for Qatar Airways."

Commenting on the current Australian market Cédric Millet said: "The Australian air exports registered a 24% decrease compared to last year, but we are seeing an injection of services in the lead up to the peak season, particularly for the exports of produce. A lot of flights are being operated under the government funded International Freight Assistance Mechanism (IFAM) programme in order to boost Australia's perishables export trade."

Qatar Airways Cargo was one of the founder airlines within IFAM, offering registered exporters over 830 tonnes of cargo capacity each week on its passenger flights and freighters from Australia.

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# QATAR AIRWAYS CARGO APPOINTS WEXCO, ECS GROUP SUBSIDIARY, IN AUSTRALIA

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## ECS launches GSA Mail Solutions

By Yasmine Turner · Dec 1, 2020

166 0



ECS Group is launching a unique entity, GSA Mail Solutions is for airlines and postal operators. The structure is entirely dedicated to outsourcing airlines' mail and E-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA Network and proven technical expertise.

With GSA Mail Solutions, ECS Group reacts efficiently to the rise in postal flows, particularly linked to the growth of E-commerce boosted by BtoC & CtoC online platforms.

"Helping airlines to tap into this postal traffic on their destinations and accompanying them on new routes, offers them new sources of revenue. Our expertise in managing these flows along with the digital solutions we offer (customised EDI solutions in particular) also makes it possible to maximise capacities and guarantee parcel traceability", explained ECS Group CEO, Adrien Thominet.

This high-potential market should experience very considerable growth in the coming months and years, with an increased need for air freight solutions for postal operators.

"We speak the airlines' and postal operators' language, so we are the perfect intermediary. With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps. We therefore offer them an unprecedented increase in efficiency, because via a single point of contact – GSA Mail Solutions – they have access to a multitude of air freight solutions to route their postal flows wherever they need them", added Thominet.

Regulation, technicalities, and business intelligence are key success factors within this sector. Managing postal and E-commerce flows requires cutting edge expertise. GSA Mail Solutions will pair with ECS Group network (140 airlines represented, 155 offices in 50 countries, more than 1200 employees) to increase business opportunities for its customers.

## ECS LAUNCHES GSA MAIL SOLUTIONS



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### ECS Group Launches GSA Mail Solutions

ADU 136

**Roissytech, France. 01 December 2020.** ECS Group is launching a unique entity, GSA Mail Solutions for airlines and postal operators. The structure is entirely dedicated to outsourcing airlines Mail and E-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA Network and proven technical expertise.

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# ECS GROUP LAUNCHES GSA MAIL SOLUTIONS



01 December 2020

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POSTED ON 1ST DECEMBER 2020 BY EDDIE SAUNDERS



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## ECS LAUNCHES GSA MAIL SOLUTIONS



01 December 2020

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## ECS Group focuses on postal solutions

01 December 2020



ECS Group is launching a unique entity, GSA Mail Solutions, which is aimed at airlines and postal operators.

The structure is entirely dedicated to outsourcing airlines' mail and e-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA network and proven technical expertise.

With GSA Mail Solutions ECS Group is reacting to the rise in postal flows, particularly those linked to the growth of e-commerce boosted by BtoC & CtoC online platforms.

"Helping airlines to tap into this postal traffic on their destinations and accompanying them on new routes, offers them new sources of revenue. Our expertise in managing these flows along with the digital solutions we offer (customised EDI solutions in particular) also makes it possible to maximise capacities and guarantee parcel traceability," explains ECS Group's CEO, Adrien Thominet.

This market, with its high potential, is expected to experience very considerable growth in the coming months and years, and in consequence will have an increased need for air freight solutions for postal operators.

## ECS GROUP FOCUSES ON POSTAL SOLUTIONS



*01 December 2020*

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# ECS launches GSA Mail Solutions in response to e-commerce growth

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ECS Group is launching GSA Mail Solutions for airlines and postal operators in response to the growth of e-commerce, boosted by B2C and C2C online platforms.

The structure is dedicated to outsourcing airlines' mail and e-commerce activities, as well as offering multiple transport solutions to postal operators.

GSA Mail Solutions will pair with ECS Group network of 140 airlines represented, 155 offices in 50 countries, and more than 1200 employees.

Said ECS Group CEO Adrien Thominet: "Helping airlines to tap into this postal traffic on their destinations and accompanying them on new routes, offers them new sources of revenue.

"Our expertise in managing these flows along with the digital solutions we offer (customised EDI solutions in particular) also makes it possible to maximise capacities and guarantee parcel traceability."

This high-potential market should experience very considerable growth in the coming months and years, with an increased need for airfreight solutions for postal operators.

Added Thominet: "We speak the airlines' and postal operators' language, so we are the perfect intermediary. With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps.

"We therefore offer them an unprecedented increase in efficiency, because via a single point of contact - GSA Mail Solutions - they have access to a multitude of airfreight solutions to route their postal flows wherever they need them."

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Adrien Thominet

## ECS LAUNCHES GSA MAIL SOLUTIONS IN RESPONSE TO E-COMMERCE GROWTH

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## ECS Group launches GSA Mail Solutions

The structure is entirely dedicated to outsourcing airlines Mail and E-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA Network and proven technical expertise.

December 1, 2020 | From [ECS Group](#)

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Photo Credit: iStockphoto.com - stock.adobe.com

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# ECS GROUP LAUNCHES GSA MAIL SOLUTIONS



01 December 2020

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## Freight News, Air, Express

### ECS offers postal solution

[December 1, 2020 // Chris]

Airfreight general sales agent ECS Group is launching GSA Mail Solutions allow airlines and postal operators outsourcing postal and e-commerce activities. It will also offer multiple transport solutions. Postal traffic has been on the rise recently due to the growth of e-commerce. GSA Mail Solutions will partner with ECS Group network which represents 140 airlines in 50 countries to increase business opportunities for its customers.

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## ECS OFFERS POSTAL SOLUTION



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## ECS Group Launches GSA Mail Solutions

From - ECS Group  
Dec 1st, 2020





ECS Group / Olivier Toussaint

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## ECS GROUP LAUNCHES GSA MAIL SOLUTIONS

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## ECS Group launches GSA Mail solutions for airlines and postal operators, offering access to array of airfreight solutions to route their postal flows

December 1, 2020



ECS Group has announced the launch of a unique entity, GSA Mail Solutions, for airlines and postal operators. The structure is entirely dedicated to outsourcing airlines mail and e-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA Network and proven technical expertise. With GSA Mail Solutions, ECS Group reacts efficiently to the rise in postal flows, particularly linked to the growth of E-commerce boosted by BtoC & CtoC online platforms.

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## ECS GROUP LAUNCHES GSA MAIL SOLUTIONS FOR AIRLINES AND POSTAL OPERATORS, OFFERING ACCESS TO ARRAY OF AIRFREIGHT SOLUTIONS TO ROUTE THEIR POSTAL FLOWS



01 December 2020

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## ECS Group Launches GSA Mail Solutions

POSTED ON DECEMBER 03, 2020 • CARGO HANDLING



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## ECS GROUP LAUNCHES GSA MAIL SOLUTIONS


*02 December 2020*[READ THE ARTICLE](#)

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**ECS Group launches GSA Mail Solutions**

By Devedra Grever - December 2, 2020

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02 December 2020

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## ECS Group launches GSA Mail Solutions for airlines and postal operators

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## ECS GROUP LAUNCHES GSA MAIL SOLUTIONS FOR AIRLINES POSTAL OPERATORS



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# ECS Group launches GSA Mail Solutions

By **Ritika Arora Bholra** - December 2, 2020 137 0

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## ECS GROUP LAUNCHES GSA MAIL SOLUTIONS

**CARGOCONNECT***02 December 2020***[READ THE ARTICLE](#)**

## ECS Group launches GSA Mail Solutions

2020 12 01

Smulkiau  
Parašyta 20 Gruodis 01



ECS Group is launching a unique entity. GSA Mail Solutions is for airlines and postal operators. The structure is entirely dedicated to outsourcing airlines Mail and E-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA Network and proven technical expertise.

With GSA Mail Solutions, ECS Group reacts efficiently to the rise in postal flows, particularly linked to the growth of E-commerce boosted by BtoC & CtoC online platforms.

'Helping airlines to tap into this postal traffic on their destinations and accompanying them on new routes, offers them new sources of revenue. Our expertise in managing these flows along with the digital solutions we offer (customised EDI solutions in particular) also makes it possible to maximise capacities and guarantee parcel traceability', says ECS Group CEO Adrien Thominet.

This high-potential market should experience very considerable growth in the coming months and years, with an increased need for air freight solutions for postal operators.

'We speak the airlines' and postal operators' language, so we are the perfect intermediary. With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps. We therefore offer them an unprecedented increase in efficiency, because via a single point of contact - GSA Mail Solutions - they have access to a multitude of air freight solutions to route their postal flows wherever they need them', says Adrien Thominet.

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Source **ECS Group**

## ECS GROUP LAUNCHES GSA MAIL SOLUTIONS

**JURA·MOPE·SEA**  
INTERNATIONAL BUSINESS MAGAZINE

*02 December 2020*

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## GSA Mail Solutions. El nuevo servicio desarrollado por ECS Group

3 DE diciembre, 2020

Foto: ECS Group

ECS Group acaba de desarrollar una novedosa solución, tanto para los operadores de servicios postales como para las aerolíneas. Esta solución se denomina "**GSA Mail Solutions**", y es una estructura totalmente dedicada a subcontratar las actividades de correo y comercio electrónico de las aerolíneas, así como a ofrecer múltiples soluciones de transporte a los operadores postales, acercando así a ambas partes, utilizando la red global de oficinas de ECS Group y su extenso expertise en la industria.

Este servicio proporciona un gran valor agregado a las aerolíneas, aprovechando el tráfico postal en sus destinos y acompañarlas en el desarrollo de nuevas rutas. "*Nuestra experiencia en la gestión de estos flujos junto con las soluciones digitales que ofrecemos (soluciones EDI personalizadas en particular) también permite maximizar las capacidades y garantizar la trazabilidad de los paquetes*", explicó el CEO del Grupo ECS, Adrien Thominet.

Este mercado tiene un gran potencial de desarrollo en los próximos meses y años, con una mayor necesidad de soluciones de transporte aéreo para los operadores postales.

*"Hablamos el idioma de las aerolíneas y los operadores postales, por lo que somos el intermediario perfecto. Con GSA Mail Solutions, los operadores postales tienen acceso a toda nuestra red de aerolíneas sin tener que pasar por un sinfín de pasos. Por lo tanto, les ofrecemos un aumento de eficiencia sin precedentes, porque a través de un único punto de contacto, GSA Mail Solutions, tienen acceso a una multitud de soluciones de transporte aéreo para enrutar sus flujos postales donde los necesiten"*, agregó Thominet.

La regulación, los tecnicismos y la inteligencia empresarial son factores clave de éxito dentro de este sector. La gestión de los flujos postales y de comercio electrónico requiere experiencia de vanguardia. GSA Mail Solutions se hará compatible con la red del Grupo ECS (140 aerolíneas representadas, 155 oficinas en 50 países, más de 1200 empleados) para aumentar las oportunidades comerciales para sus clientes.

Air Cargo Latin America

## GSA MAIL SOLUTIONS. EL NUEVO SERVICIO DESARROLLADO POR ECS GROUP



03 December 2020

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NEWS



Photo: ECS Group

03.12.2020



### GSA reacts to rise in postal flows

The global GSSA ECS Group is launching a unique entity. Addressing airlines and postal operators, "GSA Mail Solutions" is dedicated to outsourcing airlines' mail and e-commerce activities, as well as offering various transport solutions to postal operators.

With the new structure, ECS Group aims to respond to the increase in postal flows, particularly linked to the growth of e-commerce boosted by BTC & CIC online platforms.

ECS Group CEO Adrien Thominet: "With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps. We therefore offer them an unprecedented increase in efficiency, because via a single point of contact they have access to a multitude of air freight solutions to route their postal flows wherever they need them." (ah)

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## GSA REACTS TO RISE IN POSTAL FLOWS



03 December 2020

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## Qatar Air makes Wexco its Australian gsa

### Latest News

Thursday, 03 December 2020

Doha-based Qatar Airways Cargo has appointed Wexco (part of ECS Group), as its general sales agent (GSA) in Australia.

Qatar Airways serves major Australian cities Melbourne, Perth, Sydney, Brisbane and Adelaide, operating 30 passenger and freighter flights per week.






## QATAR AIR MAKES WEXCO ITS AUSTRALIAN GSA

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## ECS targets e-commerce with new mail business

07 / 12 / 2020



Cargo sales agent ECS Group is targeting the growing e-commerce market through the launch of a mail solutions business.

GSA Mail Solutions will cater for airlines and postal operators allowing them to outsource mail and e-commerce activities, as well as offering transport solutions to postal operators through its 140 airline customers' networks.

"Helping airlines to tap into this postal traffic on their destinations and accompanying them on new routes, offers them new sources of revenue. Our expertise in managing these flows along with the digital solutions we offer (customised EDI solutions in particular) also makes it possible to maximise capacities and guarantee parcel traceability," said ECS Group chief executive Adrien Thominet.

He added: "With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps. We therefore offer them an unprecedented increase in efficiency, because via a single point of contact – GSA Mail Solutions – they have access to a multitude of air freight solutions to route their postal flows wherever they need them."

The new division will be able to meet the regulatory and technical requirements of postal operations, ECS said.

## ECS TARGETS E-COMMERCE WITH NEW MAIL BUSINESS



07 December 2020

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Reporting on the Air Cargo Logistics Industry

#### ECS Group offers a better letter solution

The world leader in the GSSA business, the ECS Group, has reacted to the huge increase in mail and e-commerce and launched "GSA Mail Solutions". This unique service is aimed at airlines wishing to outsource their mail and e-commerce activities and offer a tried and tested transport solutions service option to postal operators.

Adrien Thominet, ECS Group CEO, explained: "Helping airlines to tap into this postal traffic on their destinations and accompanying them on new routes, offers them new sources of revenue. Our expertise in managing these flows along with the digital solutions we offer (customized EDI solutions in particular) also makes it possible to maximize capacities and guarantee parcel traceability." A lucrative business segment, given the accelerated rise this year in an already growing e-commerce segment, with further growth forecast over the next years.

"We speak the airlines' and postal operators' language, so we are the perfect intermediary. With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps. We therefore offer them an unprecedented increase in efficiency, because via a single point of contact - GSA Mail Solutions - they have access to a multitude of air freight solutions to route their postal flows wherever they need them," he added, outlining that regulations, technicalities, and business intelligence are key success factors within this sector.

The new GSA Mail Solutions docks onto the ECS Group network which represents 140 airlines and employs over 1,200 people in 155 offices in 50 countries, offering cutting-edge expertise and greater business opportunities to its customers.



Adrien Thominet's been thinking about mail -  
image: ECS

## ECS GROUP OFFERS BETTER LETTER SOLUTION



07 December 2020

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**air cargo update** GLOBAL NEWS

## ECS Group to launch GSA Mail Solutions

**PARIS:** Global GSSA Industry leader ECS Group is launching a unique entity—the GSA Mail Solutions designed for airlines and postal operators.

ECS explained the structure is entirely dedicated to outsourcing airlines Mail and E-commerce activities, as well as offering multiple transport solutions to postal operators by bridging the gap using the world largest GSA Network and proven technical expertise.

With GSA Mail Solutions, ECS Group reacts efficiently to the rise in postal flows, particularly linked to the growth of E-commerce boosted by BtoC & CtoC online platforms.

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This high-potential market should experience very considerable growth in the coming months and years, with an increased need for air freight solutions for postal operators, the company noted.

"We speak the airlines' and postal operators' language, so we are the perfect intermediary. With GSA Mail Solutions, postal operators have access to our entire network of airlines without having to go through endless steps. We therefore offer them an unprecedented increase in efficiency, because via a single point of contact - GSA Mail Solutions - they have access to a multitude of air freight solutions to route their postal flows wherever they need them," added Thominet.

Thominet said regulations, technicalities, and business intelligence are key success factors within this sector and managing postal and E-commerce flows requires cutting edge expertise.

GSA Mail Solutions will pair with ECS Group network (140 airlines represented, 155 offices in 50 countries, more than 1200 employees) to increase business opportunities for its customers.



Adrien Thominet

## ECS GROUP TO LAUNCHES GSA MAIL SOLUTIONS



07 December 2020

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Page: 12



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## CargoAi embraces leisure carriers

07 December 2020



CargoAi is increasing its offer to freight forwarders by making real-time prices and electronic bookings available on its platform for major leisure carriers, namely TUI, Condor and SunClass Airlines.

This roll-out has been made possible thanks to the support of ECS Group, the GSSA of these airlines in Total Cargo Management. Pursuing its digitisation strategy for air freight, CargoAi thus offers its users access to a variety of air transport solutions anywhere in the world. "These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds," said CargoAi CEO Matthieu Petot.

## CARGO AI EMBRACES LEISURE CARRIERS



*07 December 2020*

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## Qatar-Wexco samarbejde i Australien



Foto: Qatar Airways.

Søgeord: I luften Luftfart Luftrugt Lufthavn Cargohandling

7. december 2020 | Af Redaktionen   Læst i alt: 114 gange Læses i øjeblikket af: 1

### Partnerskab dækker nu 20 lande.

Qatar Airways Cargo har indgået aftale med Wexco, et underselskab af ECS Group, som ny general sales agent (GSA) i Australien.

Dermed udvider Qatar Airways og ECS Group det strategiske partnerskab, der nu dækker 20 lande på verdensplan.

Daniel Parker, vicepræsident Cargo Asia hos Qatar Airways:

- Qatar Airways er et af de bedste og mest pålidelige flyselskaber på det australske marked. Vi har et solidt fundament for yderligere vækst med vores partner Wexco, hvis fremragende omdømme på det australske marked også var en vigtig faktor i vores beslutning sammen med sin dybe viden om Qatar Airways 'processer, siger Daniel Parker.

Cédric Millet, managing director hos Wexco Australia:


- Qatar Airways stiller meget høje forventninger, og det gør Wexco også. Vi er meget opmærksomme på at levere de højeste serviceniveauer til vores kunder. Qatar Airways Cargos motto er 'Moved by people', og vi har opbygget et fremragende team på 13 dedikerede mennesker inden for Wexco, der vil gøre et fantastisk stykke arbejde for Qatar Airways, siger Cédric Millet. /anga.

## QATAR-WEXCO SAMARBEJDE I AUSTRALIEN

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## TUI, Condor and SunClass Airlines now live on CargoAi

From — CargoAi  
Dec 7th, 2020



CargoAi is increasing its offer to freight forwarders by making real-time prices and electronic bookings available on its platform for major leisure carriers: TUI, Condor and SunClass Airlines. This roll-out has been made possible thanks to the support of ECS Group, the GSSA of these airlines in Total Cargo Management.

Pursuing its digitization strategy for air freight, CargoAi thus offers its users access to a variety of air transport solutions anywhere in the world. "These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds", says CargoAi CEO Matthieu Petot.

For ECS Group, the approach also aims to provide a premium service to its airline customers and above all, to offer them an additional sales tool for their cargo capacities.

"Our customers need us to support them in new ways to maximize their income, and digitizing the distribution processes is one of them. We therefore connect to all major e-booking platforms in the market to sell the cargo capacities of airlines under Total Cargo Management contract in a more efficient way," explains Cédric Millet, Chief Strategy and Digital Officer at ECS Group.

This is an important step for CargoAi, which is aiming for a 'smooth, simple' digitization of the industry.

"We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitized industry, equal to its importance in the world economy," says Matthieu Petot.

## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI

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07 December 2020

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**BREAKING NEWS** Air Charter Service readies cargo capacity to combat post-BREXIT disruptions

## TUI, Condor and SunClass Airlines goes live on CargoAi

December 7, 2020



TUI, Condor and SunClass Airlines has gone live on CargoAi. Pursuing its digitisation strategy for airfreight, CargoAi offers its users access to a variety of air transport solutions anywhere in the world. The company is increasing its offer to freight forwarders by making real-time prices and electronic bookings available on its platform for major leisure carriers; TUI, Condor and SunClass Airlines. This roll-out has been made possible because of the support of ECS Group, the GSSA of these airlines in Total Cargo Management.

'These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds', says Matthieu Petot, CEO, CargoAi. For ECS Group, the approach also aims to provide a premium service to its airline customers and above all, to offer an additional sales tool for their cargo capacities.

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## TUI, CONDOR AND SUNCLASS AIRLINES GOES LIVE ON CARGOAI



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## TUI, Condor and SunClass Airlines now live on CargoAi

By: AJOT | Dec 07 2020 at 10:49 AM | Air Cargo News

**CargoAi is increasing its offer to freight forwarders by making real-time prices and electronic bookings available on its platform for major leisure carriers: TUI, Condor and SunClass Airlines. This roll-out has been made possible thanks to the support of ECS Group, the GSSA of these airlines in Total Cargo Management.**

Pursuing its digitization strategy for air freight, CargoAi thus offers its users access to a variety of air transport solutions anywhere in the world. *'These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds'*, says CargoAi CEO Matthieu Petot.

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## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



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Matthieu Petot - CEO CargoAi Copyright:bangphoto

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### TUI, Condor and SunClass Airlines now live on CargoAi

Dec 07, 2020

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This is an important step for CargoAi, which is aiming for a 'smooth, simple' digitization of the industry. 'We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitized industry, equal to its importance in the world economy', says Matthieu Petot.

## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



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## TUI, Condor and SunClass Airlines now live on CargoAi

December 7, 2020



©Matthieu Petot CEO CargoAi

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# TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



07 December 2020

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## TUI, Condor and SunClass Airlines now live on CargoAi

POSTED ON 7TH DECEMBER 2020 BY EDDIE SAUNDERS

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## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



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Matthieu Petot, CargoAi

## TUI, Condor and SunClass Airlines are now live on CargoAi

STAT Times Logistics December 7, 2020

air cargo news CargoAi CargoAi latest news Condor logistics news SunClass Airlines TUI

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For ECS Group, the approach also aims to provide a premium service to its airline customers and above all, to offer them an additional sales tool for their cargo capacities. "Our customers need us to support them in new ways to maximise their income, and digitising the distribution processes is one of them. We therefore connect to all major e-bookings platforms in the market to sell the cargo capacities of airlines under Total Cargo Management contract in a more efficient way," explains Cédric Millet, chief strategy and digital officer at ECS Group.

This is an important step for CargoAi, which is aiming for a 'smooth, simple' digitisation of the industry. "We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitised industry, equal to its importance in the world economy," added Petot.

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## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



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## TUI, Condor and SunClass Airlines expand e-cargo capabilities

07 / 12 / 2020  
By Rachelle Harry



Leisure airlines TUI, Condor and SunClass Airlines have expanded their digital booking capabilities for cargo customers through CargoAI and WebCargo.

The airlines' GSSA, ECS Group, collaborated with the carriers and the two digital platforms as part of the roll out.

Matthieu Petot (*pictured*), chief executive of CargoAI, explained: "These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds."

He added: "Our customers need us to support them in new ways to maximise their income, and digitising the distribution processes is one of them. We therefore connect to all major e-booking platforms in the market to sell the cargo capacities of airlines under total cargo management contract in a more efficient way."

WebCargo said that the move comes as supply chain unpredictability has led to a five-fold increase in e-bookings this year.

"Now more than ever, our customers demand rapid and accurate services," said Cédric Millet, ECS chief strategy & digital officer.

"This is why we are connecting to all the leading digital platforms like WebCargo, expanding our digital reach by distributing online the capacity of our airline customers managed under a Total Cargo Management contract."

WebCargo also pointed out that as passenger travel resumes, leisure airlines expect to resume more frequent and sustainable services, increasing air cargo capacity.

"We are delighted to add Condor, TUI, and SunClass Airlines to WebCargo, which offers the largest selection of Digital Air Cargo (DAC)-enabled airlines" said Manel Galindo, WebCargo chief executive.

"Together, we are committed to providing the necessary tools for carriers to manage fast-changing rates and capacity, and provide their customers with the best possible service."

This is not the airlines' first move in the digital cargo booking space, in [November the carriers announced a partnership with cargo.one](#).

Last week, CargoAI partnered with IBS Software to enable its customers to extend their presence in new and existing markets and scale up their cargo revenues.

- [IBS Software and CargoAI partner to drive up customers' air cargo revenues](#)
- [CargoAI: Investment in digitalisation a must following Covid-19](#)
- [New air cargo platform CargoAI takes aim at digitalisation](#)

## TUI, CONDOR AND SUNCLASS AIRLINES EXPAND E-CARGO CAPABILITIES



07 December 2020

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## TUI, Condor and SunClass Airlines now live on CargoAi

By Yamin Turner · Dec 7, 2020

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Matthieu Petot - CEO CargoAi

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"Our customers need us to support them in new ways to maximise their income, and digitising the distribution processes is one of them. We therefore connect to all major e-bookings platforms in the market to sell the cargo capacities of airlines under Total Cargo Management contract in a more efficient way", explains Cédric Millet, chief strategy and digital officer at ECS Group.

This is an important step for CargoAi, which is aiming for a 'smooth, simple' digitisation of the industry. "We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitised industry, equal to its importance in the world economy", added Petot.

## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



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## TUI, Condor and SunClass Airlines now live on CargoAi

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The post [TUI, Condor and SunClass Airlines now live on CargoAi](#) appeared first on [The Loadstar](#).


Source: The Loadstar

TUI, CONDOR AND SUNCLASS  
AIRLINES NOW LIVE ON CARGOAI

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### CargoAi increases simplicity of electronic bookings


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## CARGOAI INCREASES SIMPLICITY OF ELECTRONIC BOOKINGS



08 December 2020

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TUI, Condor and SunClass Airlines now live on CargoAi

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By LoadstarEditorial 08/12/2020

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## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI



08 December 2020

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# GSSAs ENSURING UNBROKEN AIR CARGO LINK

With no sign of airlines reversing the trend to continue outsourcing cargo sales and increasingly other services, and with global air freight markets apparently picking up in the post-pandemic phase, the future looks relatively bright for GSAs – at least for those with the resources to invest in the information and communications technology that the business increasingly requires, and staff trained to effectively use it.

Upamanyu Borah & Ritika Arora Bholra

Over the last two decades, the role of many General Sales Agents (GSAs) has evolved far beyond just sales to the point where they act as the main cargo representative for the airline in a particular market, country, or region. The move towards GSAs offering additional services such as handling supervision led some years ago to the expansion of the term to General Sales and Services Agents (GSSAs), while some of the bigger international firms have taken the role even further.

It is estimated that around 25% of the air cargo industry's US\$50 billion annual revenue is raised via outsourced sales operations, which means third-party

so-called GSSAs, are responsible for generating around \$12.5 billion of the industry's annual income. Today, GSAs look set to increase their already substantial share of air cargo's \$50bn annual revenue base and further broaden their services.

#### Resourceful outsourcing

A GSSA has to cater to both sides with the right services: the clients of the airlines on one side and the airlines themselves on the other. Because of his understanding of the market it is the responsibility of the GSSA to evolve market strategies to promote sales and to achieve targets set by the airlines.

Business is also going well for ECS Group, a major global player with more than 20 years of expertise as an air cargo GSSA. "The most crucial and important aspect is to optimise customers'

**GSAs offering additional services such as handling supervision led some years ago to the expansion of the term to General Sales and Services Agents (GSSAs), while some of the bigger international firms have taken the role even further.**

revenue flow while representing an airline. We are able to do this. Thanks to our business organisation, our operational teams, our experts in revenue optimisation (pricing, sales monitoring, performance management, planning), and in process efficiency and innovation led by our digital specialists," says Adrien Thominet, CEO, ECS Group. "This allows us to adopt a sales and marketing positioning that is tailored to suit each of our customers."

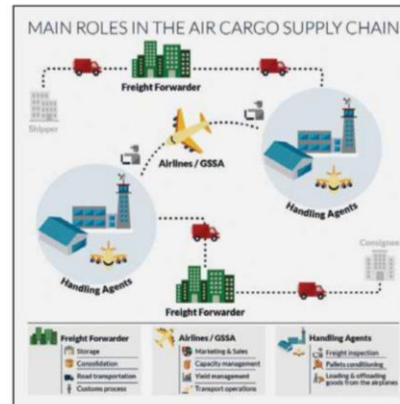
According to Thominet, if an airline needs to delegate management of its operations and quality, safety and security tasks, ECS has a team of dedicated experts. They have all the necessary certification, are given regular training, and work with the latest technology. "Our one-of-a-kind in-house service is capable of managing every possible aspect, from audits, quality and safety management systems, laws and regula-

tions to network operations aspects including ULD management, customs procedures, management of suppliers and contracts, handling, etc. These services, coupled with customised commercial planning services designed to support business activities allow us to optimise our customers' revenue."



ADRIEN THOMINET  
CEO, ECS Group

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Source: ECS Group

Combining commercial planning (pricing and revenue management) with performance management (sales steering, load factor improvement and destination mix optimisation), these services reinforce ECS team's field expertise to maximise revenue even further.

ECS Group manages approximately 900,000 tonnes of air cargo on behalf of airlines, representing an annual sales volume of over one billion euros. It offers a worldwide network of 137

offices across 47 countries, with over 1,000 staff working as a fully integrated organisation.

Namaste Airport Services (a subsidiary of Namaste Group – an established venture in the Indian aviation industry covering areas like cargo and courier services, logistics, warehousing, door-to-door service aircraft chartering, airport handling services) boasts a group of experienced professionals with expertise in various seg-

## GSSAS ENSURING UNBROKEN AIR CARGO LINK

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09 December 2020

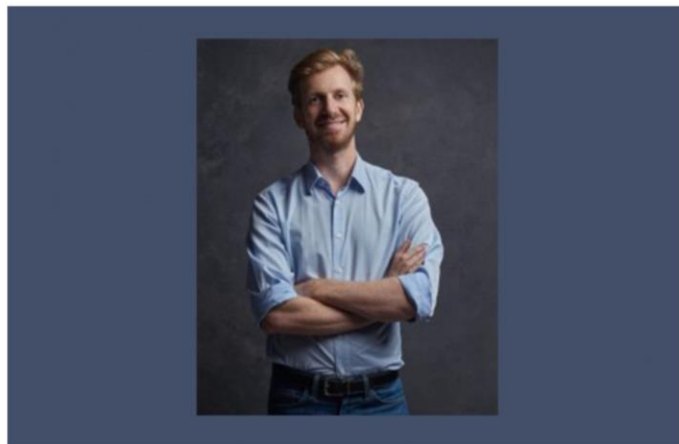
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Pages: 52, 53

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## TUI, Condor And SunClass Airlines Now Live On CargoAi

POSTED ON DECEMBER 11, 2020 • TECHNOLOGY



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For ECS Group, the approach also aims to provide a premium service to its airline customers and above all, to offer them an additional sales tool for their cargo capacities.

'Our customers need us to support them in new ways to maximize their income, and digitizing the distribution processes is one of them. We therefore connect to all major e-booking platforms in the market to sell the cargo capacities of airlines under Total Cargo Management contract in a more efficient way', explains Cédric Millet, Chief Strategy and Digital Officer at ECS Group.

This is an important step for CargoAi, which is aiming for a 'smooth, simple' digitization of the industry. 'We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitized industry, equal to its importance in the world economy', says Matthieu Petot.

## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI

**CARGO TRENDS***09 December 2020*[READ THE ARTICLE](#)

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Air Cargo Technology

## TUI, Condor and SunClass Airlines now live on CargoAi

By Ritika Arora Bhola · December 9, 2020 · 129 · 0

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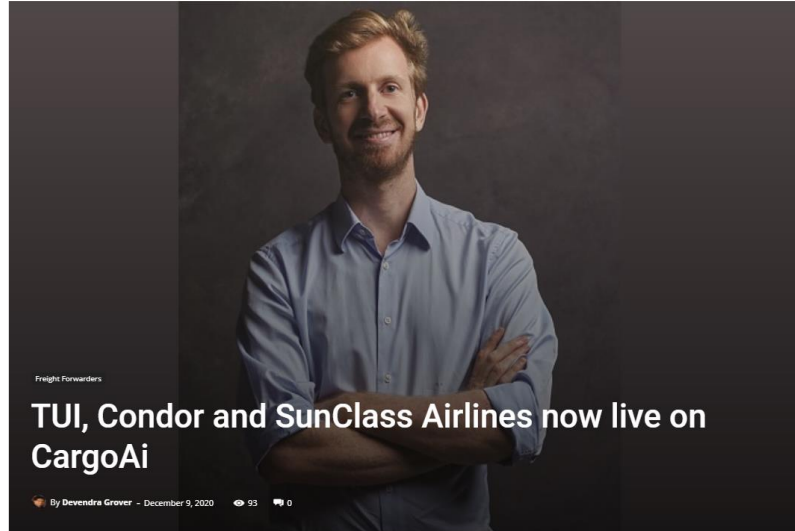
## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI

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09 December 2020

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Freight Forwarders

## TUI, Condor and SunClass Airlines now live on CargoAi

By Devendra Grover · December 9, 2020 · 93 views · 0 comments



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## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI

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Photo: CargoAi

10.12.2020

**Easing access to the cargo business for leisure carriers**

CargoAi is increasing its offer for forwarders by making real-time prices and electronic bookings available on its platform for the leisure carriers TUI, Condor and SunClass Airlines. This roll-out has been made possible thanks to the support of the ECS Group, these airlines' total cargo management GSSA. CargoAi CEO Matt Petot said that "these leisure carriers offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform with just a few clicks."

CargoAi is thus pursuing its digitalisation strategy for airfreight, now offering its users access to a variety of air transport solutions anywhere in the world. For the ECS Group, the approach also aims to provide a premium service for its airline customers, and offer them an additional sales tool for their cargo capacities. (ah)

[www.cargoai.co](http://www.cargoai.co)

[www.ecsgroup.aero](http://www.ecsgroup.aero)

## EASING ACCESS TO THE CARGO BUSINESS FOR LEISURE CARRIERS



10 December 2020

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# The right approach for generating revenue

ECS Group has set up over 500 charter flights between March and August 2020. **Adrien Thominet**, CEO, ECS Group talks about the changing dynamics of air cargo industry and how the company has survived the pandemic by facilitating customers without any delay. The Group has always benefited from strong synergies, but the crisis has brought everyone closer.

Kalpana Lohmi



Adrien Thominet  
CEO  
ECS Group

Asia and Latin America remain our geographic priorities in terms of expansion and we have undergone significant development in both of these regions by acquiring GSAs and opening subsidiaries. We have even bigger ambitions, because our clients' needs in these markets are growing

**What changes have you seen in the movement of cargo during this pandemic?**

Since the beginning of the crisis, ECS Group has worked hard to adapt its service offering to the new ways of working and to airlines' needs, which have changed with the crisis. The drop in capacity led us to adopt a more flexible and responsive approach to set up new custom operations. Between March and June, the priority was to transport PPE to fight the pandemic, with very high demand for charters to meet the needs of countries worldwide. We organised a lot of these kinds of operations for our clients and we are continuing to offer them these services. Between March and August, we set up over 500 charter flights.

**What are the long-term complexities we are likely to see in the air cargo business?**

There are a lot. The first is the lack of visibility, which makes it very difficult to predict when the recovery will be in terms of air cargo operators, routes and capacities. This has a major impact. With the collapse in commercial flights, only those airlines that are able to convert passenger aircraft into freighters are continuing to generate revenue. We are seeing airlines expand and restructure their cargo activities. ECS Group is the ideal partner to help airlines increase

their revenue via cargo on account of custom-made solutions that are adapted to the market and to each individual airline's situation.

**What practices have been adopted by you to survive the pandemic?**

Of course, we've changed the way we work to facilitate remote working and to continue working for our clients in the best possible way – which means offering them the right solutions at any given moment, without any delay.



The most effective best practice for us is undoubtedly the synergies between all of our offices worldwide. We have a dense global sales network that means we can offer business solutions for any and all requests – regardless of destination. It also means we can create new routes. ECS Group has always benefited from strong synergies, but with the crisis, we've created even more. It's brought us all closer.

Accelerating our process of digitalisation has also helped us to support our clients and meet their new needs. An example of this acceleration is the creation of our new in-house e-learning platform, Discovery, which allows us to train our 1200+ employees all over the world. All of our teams, whether they're in the office or working from home, now have the resources they need to train themselves on the digital tools we offer them (including revenue

management and commercial planning, quote issuing, business intelligence, and load optimisation tools) and master their use.

**How do you see the post COVID-19 scenario?**

It's very difficult to determine what a post-COVID-19 scenario would be like, as the situation is too unstable at the moment. However, it is possible to

envisage a very slow return to normal, with a reduction in airlines' fleets and networks of at least 30 per cent.

**What is your USP that makes you different from other GSSAs?**

Without a doubt, our USP is the comprehensiveness of our offering, which stems from 30 years of GSSA expertise. We have a structure and an organisation that are identical to those of an airline – and all the skills to go with it. What that means is that via our services as an outsourcer, we offer all the activities of an airline, whether in their entirety (TCM) or as a bespoke selection: ops, sales, Quality, Safety and Security (QSS), customs, revenue management, pricing, commercial planning, performance management, load optimisation, data centre services, etc. We now also offer our mail expertise in letters and e-commerce

parcels with our GSA Mail Solutions service. Our sales strength is bolstered by the digital solutions developed by our Cargo Digital Factory, such as a track and trace system (PathFinder), a business intelligence tool (Apollo), and the automation of certain operations via Robotic Process Automation. We also offer our clients e-booking and e-quoting thanks to our partner platforms. So our teams have been able to develop our services as our clients' needs have developed. This is the key to our success, and it's what makes our global sales network the world's best. Our 1200+ employees in our 155 offices across 50 countries offer both field expertise and in-depth knowledge of their respective markets. And our goal is to diversify and strengthen this expertise to offer our clients more outsourcing solutions to optimise their costs and maximise their cargo revenue. We're



offering additional services outside of the scope of an airline's activities with handling and trucking, which ultimately make our service offering the most comprehensive available on the market.

**What are your expansion plans?**

Asia and Latin America remain our geographic priorities in terms of expansion. Over the last five years, ECS Group has undergone significant development in both of these regions by acquiring GSAs and opening subsidiaries. But we have even bigger ambitions, because our clients' needs in these markets are constantly growing.

## DID YOU KNOW?

In 2018 and 2019, ECS Group transported over 2,360,000 tonnes on behalf of its clients.

## THE RIGHT APPROACH FOR GENERATING REVENUE



11 December 2020

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POSTED ON DECEMBER 11, 2020



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## TUI, CONDOR AND SUNCLASS AIRLINES NOW LIVE ON CARGOAI

# CARGO TRENDS

13 December 2020

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## We are doing all we can to prepare

WHILE 2020 has shaken up all of our benchmarks, ECS Group has demonstrated its capacity for resilience by seeking to respond to the unexpected, and above all its ability to adapt to the individual situations of each of our partner airlines.

We have called on all our energy and solutions to provide the best possible support. At ECS Group, we are all driven by this same desire – a desire that has allowed us to accelerate all the processes that are under way. Our investments in a range of intelligent solutions – whether it's our best-in-class BI tool, ultra-high performance IT processes, or more generally our digital transformation in line with our industry's own transformation – have allowed us to keep a steady hand on the tiller over the past six months. By taking an even more proactive approach, we've capitalised on our strengths to make even further progress.

This is why 2021 will only be the beginning of a new transformation. We must become stronger and more experienced. As well as our proven TCM expertise, and as well as our ability



to diversify, we want to optimise future opportunities by strengthening our digital skills in order to seek out new hybrid solutions and to respond to the new needs of our clients.

And naturally, training is both essential and a core part of this process.

When ECS Group invests in progress (whether in terms of our charter specialism, our skills in pharma management or our BI specialism), our 1200 employees all over the world come together to make it a success.

We can't predict what will happen in 2021, but we are doing all we can to prepare, using our experience and working with our airlines to overcome these new challenges.

Adrien Thominet, CEO, ECS Group

## WE ARE GOING ALL WE CAN TO PREPARE



*13 December 2020*

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Page: 7





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13. December 2020

### TUI, Condor and SunClass now also bookable on CargoAi and WebCargo

Just a couple of weeks after cargo one announced the trio's inclusion in its booking platform (CFG reported:

<https://www.cargoforwarder.eu/2020/11/22/short-shots/>), CargoAi and WebCargo followed suit last week with their announcements, both applauding the cooperation with the airlines' GSSA, the ECS Group which is aiming to provide optimum service to its airline customers. "Our customers need us to support them in new ways to maximize their income and digitizing the distribution processes is one of them. We therefore connect to all major e-booking platforms in the market to sell the cargo capacities of airlines under Total Cargo Management contract in a more efficient way", Cédric Millet, Chief Strategy and Digital Officer at ECS Group, explained.

"These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds," CargoAi CEO, Matthieu Petot, commented, adding, "We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitized industry, equal to its importance in the world economy."

"We are delighted to add Condor, TUI, and SunClass Airlines to WebCargo, which offers the largest selection of Digital Air Cargo (DAC)-enabled airlines" said Manel Galindo, WebCargo CEO. "Together, we are committed to providing the necessary tools for carriers to manage fast-changing rates and capacity and provide their customers with the best possible service."



Cédric Millet is Chief Strategy and Digital Officer at Paris-based GSSA ECS - credit: ECS

## TUI, CONDOR AND SUNCLASS NOW ALSO BOOKABLE ON CARGO AI AND WEBCARGO



14 December 2020

[READ THE ARTICLE](#)



### TUI, Condor & SunClass Airlines expand cargo e-booking system

Published: Monday, December 14, 2020

Leisure airlines TUI, Condor and SunClass Airlines have expanded their digital booking capabilities for cargo customers through CargoAi and WebCargo.

The airlines' GSSA, ECS Group, collaborated with the carriers and the two digital platforms as part of the roll out.

Matthieu Petot, chief executive of CargoAi, explained, "These three airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds."

He added, "Our customers need us to support them in new ways to maximize their income, and digitizing the distribution processes is one of them. We therefore connect to all major e-booking platforms in the market to sell the cargo capacities of airlines under total cargo management contract in a more efficient way."

WebCargo said that the move comes as supply chain unpredictability has led to a five-fold increase in e-bookings this year.

"Now more than ever, our customers demand rapid and accurate services," said Cédric Millet, ECS chief strategy & digital officer.

"This is why we are connecting to all the leading digital platforms like WebCargo, expanding our digital reach by distributing online the capacity of our airline customers managed under a Total Cargo Management contract."

WebCargo also pointed out that as passenger travel resumes, leisure airlines expect to resume more frequent and sustainable services, increasing air cargo capacity.

"We are delighted to add Condor, TUI, and SunClass Airlines to WebCargo, which offers the largest selection of Digital Air Cargo (DAC)-enabled airlines" said Manel Galindo, WebCargo chief executive.

"Together, we are committed to providing the necessary tools for carriers to manage fast-changing rates and capacity, and provide their customers with the best possible service."

This is not the airlines' first move in the digital cargo booking space, in November the carriers announced a partnership with cargo.one.

## TUI, CONDOR & SUNCLASS AIRLINES EXPAND CARGO E- BOOKING SYSTEM



14 December 2020


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### Air cargo digital alliance builds a bridge over troubled waters

Posted by Thelma Etim | Dec 14, 2020 | Air Cargo Newsdesk, business news, digital airfreight shipment e-bookings platform, digital platforms, digitalisation, digitisation, Editor's choice, Europe, Freight-forwarding, ground-handling, GSSA, IT services, logistics | 0




SOFTWARE company CHAMP Cargosystems has formed an alliance with fellow digital disruptor CargoAI that gives a broader range of customers instant access to air cargo capacity schedules from a menu that has now reached 548 airlines and 2,394 airports across the world, writes Thelma Etim.

For a number of years, CHAMP has been forging a path at the forefront of the digital transformation of air logistics which includes carriers, forwarders and ground handling agents amongst its customers. A relative newcomer, Singapore-based CargoAI, has created a digital cargo sales bookings platform which, amongst other benefits, offers subscribers price quotations and confirmed reservations.

Connecting incompatible IT systems across the entire, complex, air cargo industry has, until now, been a bridge too far. This alliance is possible only because of the existence of application programming interfaces (APIs) – which act as virtual bridges between otherwise incompatible systems – and have replaced the frantic pursuit of Electronic Data Interchange (EDI) which, for 20 years or more, was the holy grail of air cargo paper-replacement automation.


"By connecting their systems, both partners are now giving their users new connections and capabilities for the future. CargoAI is able to increase its capacity to make quotes, prices and bookings instantly available to more forwarders," outlines a statement.

Nicholas Xenocostas (right), vice-president of the commercial and customer engagement division at CHAMP, points out that it is the needs of clients and users that are at the heart of this partnership. "Creating value for them has always been our priority and that is why we have the widest range of suites of systems dedicated to airfreight. Being available on CargoAI is therefore a [new] additional service that we can offer our clients."



Nicholas Xenocostas, vice-president of the commercial and customer engagement division at CHAMP Cargosystems

Mathieu Petot (right), chief executive of CargoAI, agrees that the goal remains the same: to make digitisation accessible to all industry players. "This partnership with CHAMP, the leading air cargo systems provider, is a real boon for our customers. Thanks to the joint work we have accomplished, our customers can now grow their businesses by being connected to each other, without having to do anything."




Mathieu Petot, chief executive of CargoAI

CargoAI's clients will gain access to CHAMP's expansive cargo community integration platform, which has more than 15,000 users, along with numerous bespoke systems allowing the company to distribute more than 300 million messages annually; manage more than 20 million shipments annually; connect with more than 3,000 forwarders, and serve more than 100 airlines and GSAs.

CHAMP also operates an extensive selection of e-cargo services, including applications to meet the specific requirements of Customs and security agencies.

The news comes only days after the CargoAI online digital sales channel added the cargo businesses of passenger airlines TUI, Condor and SunClass, all of which are managed by general sales and services agent (GSSA) ECS Group, to its network.

According to Cédric Millet (right), chief strategy and digital officer at ECS Group: "Our customers need us to support them in new ways to maximize their income, and digitising the distribution processes is one of them. We therefore connect to all major e-bookings platforms in the market to sell the cargo capacities of airlines under Total Cargo Management contracts in a more efficient way."



Cédric Millet, chief strategy and digital officer at ECS Group

In 2019, the France-headquartered GSSA shipped more than 1,179,000 tonnes on behalf of its customer airlines. "These three [additional] airlines offer a multitude of destinations. Our users can now benefit from this by reserving their capacities on our platform in a few seconds," Petot underscores:

"We offer a turnkey service to our customers by doing all the technical work upstream, without the need for any investment on their part. These are the types of actions that will lead to a digitalised industry, equal to its importance in the world economy."

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December 16, 2020



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## AIR CARGO FACES DUAL POST-COVID CHALLENGES





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