



## CASE STUDY Cargolux

How the digitalization of the capability sharing process of an air freighter resulted in 95% more efficiency.



## Company

Cargolux, as a full freighter carrier, celebrated their 50<sup>th</sup> birthday in 2020. The international company has a growing staff of over 2000, serve a worldwide network and ships a variety of goods, including Pharmaceuticals and Live Animals. The airline is the 4-year consecutive award winner of “Best All Cargo Airline” due to their innovations and drive for quality.

### Company info

- Founded in 1970
- Located in Luxembourg
- Full freighter carrier
- 8,091 tonne-km flown

### Mission

To be the Global Cargo Carrier of Choice.

## The Struggles of Manual, Unstandardized Information Sharing

When an airline ships pharmaceuticals, it isn't just handling the goods in transport. Due to GDP regulations, their customers need to make risk assessments of the shipment. To do so, they require information from Cargolux, such as temperature-controlled facilities, GHA and other supplier information. Previously, this information was shared through Excel sheets, PDFs, Word documents, etc. Each customer had different information requirements in different formats. Transcribing and transferring this knowledge took a lot of time and effort and sometimes had to be postponed due to the amount of manual labor it demands. Additionally, the information that Cargolux had in their system was fed by different sources and dating from different times, thus indicating that their data, and in return their customer's assessments, were not up-to-date.

## Meet Validaide

Validaide's platform allows all parties involved in the pharmaceutical shipment process to connect, share and up-to-date capabilities and other information. With over 350 logistic companies actively sharing and updating information and 1.400+ locations defined, information is easily accessed. Validaide allows Cargolux to collect and share up to date information, in a standardized format while only filling out one checklist, rather than hundreds.



## Increased information sharing & reduced workload

**Time  
efficiency  
up to 95%**

**No delay of  
customer  
requests**

Validaide allows Cargolux to use a single, centralized, up-to-date platform for all their pharma directed information. The information can be collected from suppliers and shared with customers through this sharing platform. This results in time efficiency up to 95%, as information can be shared with multiple customers, even if the customer is not yet on the platform. The request for information also is not delayed as it does not hinder day-to-day business, as sharing information can be as easy as one mouse click.

Validaide falls in line with Cargolux's digitalization strategy to keep striving for innovation and quality.

“The main goal was being able to share information much more quickly and easier than ever before. Validaide made this possible, now it's a mouse click to share information.”

“We save up so much time now, compared to manually completing lane after lane.”

**Mike Fritsch**  
Global Customer Services  
Pharma Coordinator

**‘Share Your Special Handling Capabilities With One Click’**

**Visit [Validaide.com](https://Validaide.com) to learn more**