



Media Release

QANTAS FREIGHT BUSINESS TRANSFORMATION PROGRAM

SYDNEY, 2 June 2010: Qantas Freight announced today that it had successfully migrated its global sales, reservations and capacity management functions to IBS plc's iCargo platform – a next generation, industry specific technology application.

Executive Manager Qantas Freight, Mr Stephen Cleary, said the migration was a key piece in the business' multimillion dollar *Freight Futures* business transformation program that would differentiate the carrier through the replacement of its core technology systems and modernised business processes.

"iCargo is now being relied on by 20 per cent of Qantas Freight's global workforce with all aircraft capacity, schedules and reservations being managed through the application," he said.

The cutover to the new system was completed in two phases between 15 April and the end of May involving staff and operations in 13 countries.

"To have a project of this size and complexity completed on time, within budget and with no interruption to our operations is a testament to the hard work and dedication of the business experts and vendor involved.

"While this was one of those rare cutovers where everything went right we still have plenty of work to do with the scheduled migration to iCargo of our terminal operations planned for early 2011."

Mr Cleary said the business' *Freight Futures* program was fundamentally about delivering better service by taking a fresh look at the business' core activities to understand if, using technology as an enabler, they could be made more efficient, more dynamic or better aligned with the needs of Qantas Freight's customers.

"There is a clear competitive advantage to be gained by carriers able to stay ahead of the game," Mr Cleary said.

"With our *Freight Futures* program we will be able to provide customers with greater data transparency through improved systems integration and proactive messaging."

"*Freight Futures* is not just a technology program. Equally important is the work being done to transform our business processes to ensure greater service consistency and product flexibility across an increasingly integrated global supply chain."

Mr Cleary said that Qantas Freight had worked closely with the global software vendor IBS plc throughout the development of the application to ensure that it was the best solution available.

"Our subject matter experts have contributed to the iCargo product since day one and will continue to do so as we gain more experience in the product and learn how to better use the information available to us and our customers," he said.

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