CALSOFT SYSTEMS

Nankai Express
World Wide Just In Time

NANKAI Group

How was this project started?

Nankai Express has used a proprietary air and ocean forwarding system for over 20 years. However, as digital transformation accelerates across the global freight forwarding industry, the limitations of a Japan-centric, in-house system have become increasingly clear.

The existing system makes it difficult to respond quickly to changing customer needs and to support business expansion without extensive customization. To improve operational standardization, enhance customer service, and enable sustainable mid- to long-term growth, Nankai Express identified the need for a globally scalable forwarding platform.

Based on these requirements, the company selected CargoWise, the industry's leading forwarding software with a proven global track record.

Company Info

- Case Study Date: July, 2025
- Company Name: Nankai Express CO.,LTD./株式会社南海エクスプレス
- Website：   www.nankai-express.co.jp
- Industry: Logistics
- Business Scope: International Freight Forwarding, Import & Export Customs   Brokerage, Warehousing
- Office Location: Japan, United States, Singapore, Malaysia, China, Hong Kong,   Germany, and others
- Number of Users: 350
- New Solution: CargoWise (by WiseTech Global)
- Previous System: Proprietary in-house developed system

Company Overview

Nankai Express Co., Ltd. was founded in 1950 as Nankai Aviation & Tourism Co., Ltd.. As the international logistics company of the Nankai Electric Railway Group, it provides a wide range of services including air and ocean freight forwarding, import and export customs brokerage, and cargo handling.

Building on its strong foundation in air freight, Nankai Express is recognized for its flexibility in handling last-minute bookings and schedule changes, delivering optimized international transport solutions tailored to customer needs. The company has also expanded its services to ocean transportation and warehousing, with a growing focus on pharmaceuticals and other specialized cargo.

Its expertise in special cargo logistics includes the transport of live animals such as dolphins, as well as the recent overland transportation of giant pandas returned to China, which attracted public attention. The company is headquartered in Osaka, Japan.

Project Tittle

- Global Rollout of CargoWise as the Core Business System Across Head Office in Japan and Overseas Offices
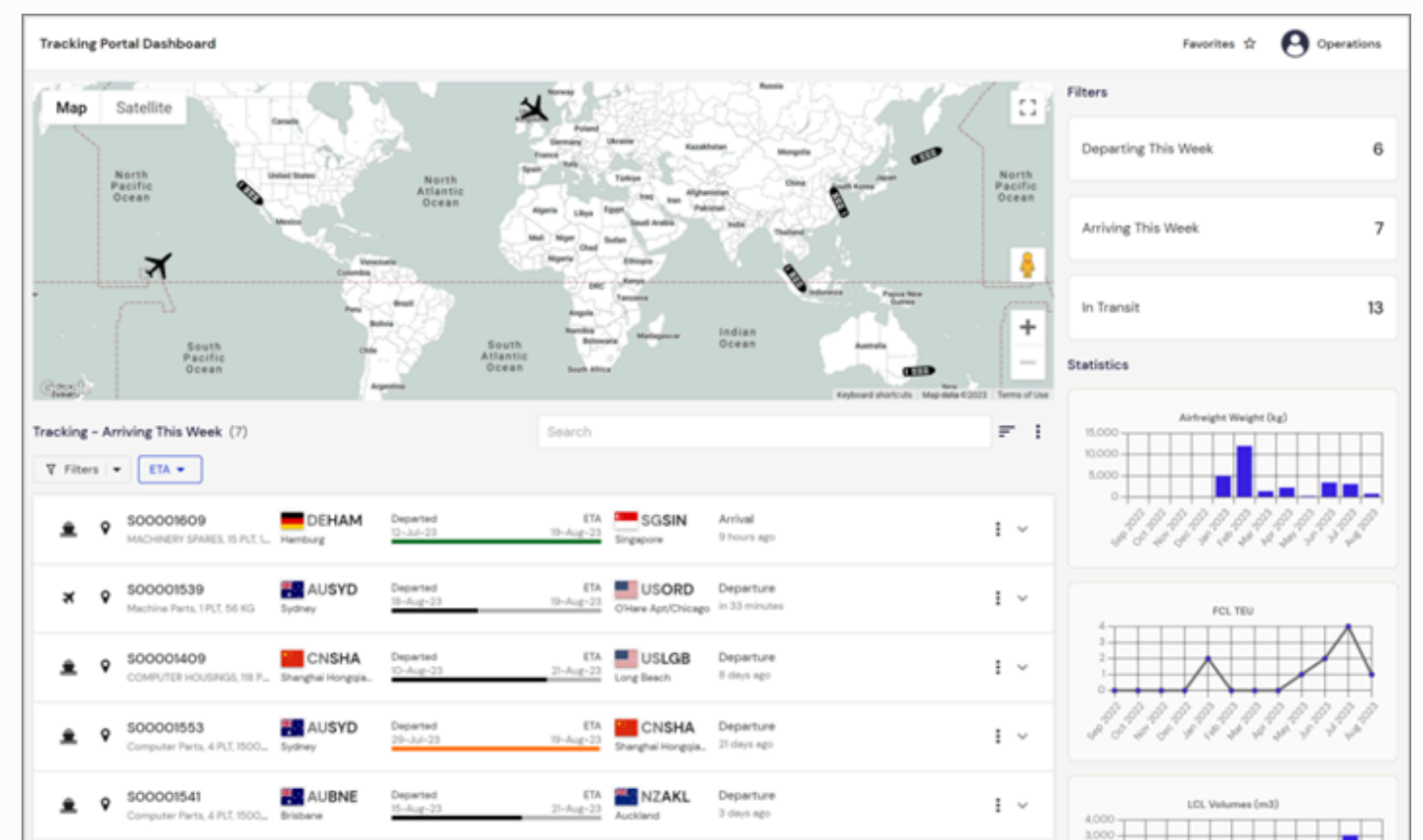
Solution/Module

Solution:

CargoWise (CargoWise One)

Key Functions Used:

- Air & Ocean Freight Forwarding (Import / Export Operations)
- Quotation Management
- Warehouse Operations (Partial Use)
- Web Tracker (NEO), eDoc, eAdaptor

(CargoWise NEO Screen)

Implementation & Development Timeline

- Japan: 12 months, Singapore: 3 months, Malaysia: 2.5 months, United States: 6 months (planned)

Project Objectives & Post-Implementation Goals

- Establish a unified system across the global organization
- Eliminate dependency on individual knowledge and siloed operations, both domestically and internationally, to achieve process standardization and improved productivity
- Enhance data visibility, enabling Japan headquarters to access and analyze consolidated data across all overseas offices

Project Organization & Team Structure

- The project was led by a dedicated team of six members, including a Project Manager, Project Leads (overall and business operations), IT specialists, and system developers.

Interview

Project Sponsor： Mr. Koji Orido, Executive Officer

(Head of IT Innovation Promotion Department)

• **Why CargoWise Was Selected?**

During the evaluation process, systems from domestic Japanese vendors were also considered. However, with a focus on selecting the best solution for global deployment, Nankai Express decided to adopt CargoWise. The platform was chosen to enable centralized visibility of overseas data from Japan and to support company-wide operational standardization.

• **What were benefits and impact of implementing CargoWise?**

- Operational Standardization： By using a shared system, standardized processes increased and dependency on individual knowledge was reduced. Previously, Japan operated a proprietary system, which led to excessive customer-specific handling and workflows known only to certain staff. The introduction of CargoWise addressed these issues and enabled more consistent operations.

- Approx. 30% Reduction in Workload： Operational efficiency improved across multiple processes. When creating House B/Ls, CargoWise uses integrated global flight and carrier schedules to capture arrival data and automatically send status updates to overseas offices and shippers. In air export operations, pre-alerts are used to automatically send house details and required documents. Arrival information is also emailed automatically to overseas offices, significantly improving document and status-related tasks. As a result, operational workload was reduced by approximately 20–30%.

- Approx. 40% Reduction in Paper and Printing： Previously, invoices were printed using dot matrix printers with multi-part forms and sent by mail. These were replaced with automated email distribution. While paper reduction is ongoing, paper and printing usage has already been reduced by around 40%.

- Profitability Analysis Impact： Previously, revenue and costs were recorded separately, allowing profitability analysis only at the department level. After implementing CargoWise, revenue and costs can now be viewed per transaction, enabling real-time visibility into profit by customer and by shipment. This has greatly improved revenue management and visibility. Customer profitability ratios can now be calculated and ranked, supporting ongoing improvements in both operations and profitability.

- **Please tell us what the biggest challenge in the project were?**

  The most challenging area was user training. End users were accustomed to a very different legacy system, and with no flexibility to delay the go-live date, there was significant concern about whether users could operate CargoWise effectively.

  One key approach was to first train users who were likely to adapt quickly to the new system. These users then supported and guided those who were less familiar, helping the team complete the transition.

  Another challenge was managing resistance to system change. Some users were skeptical of the new workflows and major changes required for process standardization, and balancing these concerns while driving adoption required careful effort.

- **How would you evaluate CargoWise at this stage?**

  Overall, CargoWise is a very strong and well-designed system. It is highly configurable and capable of supporting different standards and practices across countries and regions. For example, registry settings can be adjusted by country or overseas office. From a forwarder's perspective, when CargoWise is used strategically—by carefully designing workflows and leveraging triggers—it can significantly improve efficiency while reducing operational errors, making it a highly effective platform. The CargoWise rollout is currently underway for the U.S. subsidiary as well. From late 2025 onward, the company expects further improvements in overall productivity and data visibility across the entire organization, including Japan, to be fully realized.

- **Why did you select Calsoft as your implementation partner, and how do you evaluate the partnership?**

  We were looking for a partner with a strong understanding of Japanese companies, the local business environment, and industry practices. Based on this requirement, Calsoft was rated as the top candidate and selected as our implementation partner.

  In practice, this assessment proved accurate. We received valuable advice and guidance from the project team, particularly from Allen and Yoko Kawamoto, which was extremely helpful.

  Calsoft continues to provide reliable support, and we highly value the ongoing partnership with Calsoft Systems.

- ## If you were to describe Calsoft in one word, what would it be?

"High-Principled"

While CargoWise can be used in many different ways, when we consult Allen and the team, they clearly state how it should be used and confidently propose best practices. This reflects not only deep operational knowledge, but also a comprehensive understanding of CargoWise as a whole—something that cannot be achieved without extensive expertise. It is truly impressive.

- ## What are your plans and focus areas going forward?

Looking ahead, we are focused on further leveraging data within CargoWise. Since detailed figures and raw reports are not always intuitive for senior management, we plan to introduce dashboards and BI tools that present key metrics and insights in a clear, visual format. This will enable executives to make timely and informed decisions.

At the same time, we aim to make greater use of workflows and triggers to further improve operational efficiency, productivity, and overall service quality.

By 2027, once CargoWise has been fully implemented across all locations, we are confident that even those who were initially skeptical will clearly see the value of this transformation.

Comments from Calsoft Team Members

One particularly memorable remark by Mr. Orido during the project was:
"I'm not asking you to do something impossible. Somehow, we'll make it work."

His calm determination and strong resolve became a significant driving force behind the project.
Through his words, "If it can be done, then it can be done," we strongly felt his belief that IT should be strong not only in capability, but also in mindset. Typically, implementation projects require deep understanding and active involvement from the business side. However, in this project with Nankai Express, the IT Innovation Promotion Department took the lead, and nearly all coordination was completed within the system and IT teams, making it one of the rare projects of this kind. As a partner, we learned a great deal from this experience, and we sincerely appreciate the collaboration. We look forward to continuing our long-term partnership, including global rollouts worldwide.