DESCARTES™

Enhancing Visibility & Automating Processes with Descartes QuestaWeb™

Lufthansa Technik

Gail Walentynowicz, Director of International Trade from Lufthansa Technik Component Services, explains how the Descartes QuestaWeb™ solution is helping the company enhance visibility and automate processes using Descartes' best-in-class technology.

"I have a diverse background in customs brokerage, freight forwarding, and trade compliance both from a management perspective as well as in sales and operations," said Gail Walentynowicz. "Over the years I've had the opportunity to work both as a service provider and, on the other end of the desk, as a receiver of those services as an importer and an exporter."

> "Descartes' technology has given us a lot of visibility, and we are able to automate processes that we were not able to do before."
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> **Gail Walentynowicz**
> Director of International Trade
> Lufthansa Technik Component Services

Company Profile
Lufthansa Technik Component Services

Descartes Solutions
Descartes QuestaWeb™

About the Client
Lufthansa Technik Component Services offers a comprehensive bandwidth of services for aircraft components. With its eleven locations throughout North, Central and South America, the subsidiary is dedicated to serving customers all over the Americas. The company offers a broad portfolio of Maintenance, Repair and Overhaul (MRO) services, including customizable products as per individual request.

For more information, please visit www.lufthansa-technik.com.

Quick Overview

Challenge
Find a Comprehensive Solution for Imports, Exports, and Duty Drawback Programs

Solution
Descartes QuestaWeb™

Results
- Process Automation
- Cost Savings
- Increased Visibility
- Reduced Risk

Descartes is an industry-leading technology provider that helps companies, such as Lufthansa Technik Component Services, perform end-to-end shipment management. The cloud-based Descartes QuestaWeb solution helps businesses digitize back-office operations, coordinate shipments from origin to destination, provide real-time visibility, streamline communication between stakeholders, automate data collection, and provide valuable insights through rich analytics. With the solution in place, companies are empowered to make informed decisions and enhance overall logistics operational efficiency.

"We have a unique business model. We import and export the same parts over and over and we need to be able to see that in real-time. While our old system was sufficient, it only did the basics of what we needed. It did not give us the ability to really see what was going on, identify the costs, as well as the compliance risks involved."

"We needed a system that was more robust, and that would tie our imports and exports together so we could take advantage of duty drawback programs or other special programs that allow for duty-free entry of the goods to save us money."

"Descartes QuestaWeb has given us a lot of visibility and we are able to automate processes that we were not able to do before. For example, managing something as simple as an Employer Identification Number (EIN) tax identification or Manufacturer/Shipper Identification (MID) codes used to be a struggle for us. Now we have the information downloaded into one system for both our imports and exports."

To ensure continuous success and increased value from the Descartes QuestaWeb solution, Descartes offers a robust support structure. Our dedicated support team provides quick resolutions to issues and responses to inquiries. Our customer success managers proactively work with customers so they get more from the solution by identifying ways to use the technology to meet changing business requirements and to maximize utility from the solution.

Results:

Process Automation
Automated labor-intensive and repetitive operational tasks.

Increased Visibility
Added visibility as freight moves throughout the logistics process.

Cost Savings
Helped enable duty drawback to allow for the duty-free entry of goods.

Reduced Risk
Checks and balances helped minimize the risk of non-compliance.

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