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| **Company profile, basic details** | |
| Point of contact  Position (Job Title)  Telephone Number  Fax Number  Email address | Ulrich Wrage and Dieter Spark  CEO (both)  +49 (040) 370 03 400  +49 (040) 370 03 370  [spark@dakosy.de](mailto:spark@dakosy.de) and [wrage@dakosy.de](mailto:wrage@dakosy.de) |
| Name of Company  Address  Website Address | DAKOSY  Datenkommunikationssystem AG  Mattentwiete 2  20457 Hamburg  <http://www.dakosy.de> |
| Type of organization | private company |
| Shareholder | The port industry, represented by professional “associations”:  DIHLA: 33.3% (Association of Liner Agents and Carrier)  DIHS: 33.3% (Association of Forwarder)  DIHU:33.3% (Association of Quay Operators) |
| Established | 1982 |
| Employees | 220(incl. Subsidiary CargoSoft GmbH Bremen) |
| Turnover 2012 | 26 mio Euro |
| Service times | 24/7 |
| Key features | Full-extent support of Import- and Export-processes  EDI management, providing EDI-Services alongside the whole chain. Finetuning of existing processes  Main platforms:  IMP: Import Message Platform  EMP: Export Message Platform  The following services/platforms are all integrated into EMP and IMP:  Prise : Port River Information System Elbe, optimizing information flow for ship movements  ZODIAK: customs management  CargoSoft: international freight air and sea  GEGIS: dangerous good management  UNIKAT: Transportmanagement and Containerhinterland disposition for Railoperator and their clients  TRUCKSTATION: Transportmanagement for Truckoperator |
| services and transactions provided | * Bill of Lading * Booking/ Booking Confirmation * Codes (Master Data etc.) * Consignment Data * Damage/Repair Report * Dangerous Goods Declaration * Free Formatted Data * Gate-In Report/ Gate-Out Report * Import-Announcement * Invoices * Railrelated messages like: Load Order, Load Status, Wagon Sequence Rail, Rail Customs Declaration etc. * Load-/Discharge Report * Manifest Data * customs declaration of Germany, Switzerland, Austria and Netherlands * Advance filing declaration incl. ICS for whole Europe as well as the systems of USA, Canada, Israel and Japan * Exp Decs Rotterdam * Port Order Bremen and Hamburg as well as Rotterdam, Antwerpen and Amsterdam * Pre-Announcement Truck * Release of Goods * Gate Pass * Sailing Schedules * Ships Arrivals and Departures * Statistical Data * Status Messages * Stowage Plans * Transport Orders (Rail, Truck, Ship, Barge) * Declarations for Authorities according Anlaufbedingungsverordnung (Directive 2010/65) * All messages listed in EPCSA message guide |
| processes/procedures covered | Based on a set of systems:  Eportprocedures: EMP (Exportplatform)  Importprocedures: IMP (Importplatform)  Customs handling (ATLAS, Europe): ZODIAK  Customs export procedures: ZAPP  International freight forwarding: CargoSoft  Electronic data Interchange: EDI  Dangerous goods information system: GEGIS  Scheduling for Rail Operator and container hinterland transport scheduling: UNIKAT  Truck scheduling: TRUCK |
| transactions per day | Between 75,000 and 100,000 per day |
| messages per day | 33 million per day |
| Split between EDI-messages and manual entry | 80% messages  20% manual key entry |
| stakeholders of the PCS | Carrier  Shipping agents  Tally  Forwarder  Port Authority  Customs  Terminal operator  Local Authorities like   * Office for Plant and Health Control * Veterinary Office Border Control * Office for Health and Consumer Protection * Federal Agency for Agriculture and Food * Institut for Hygiene and Environmental Medicine * Statistical Office Nord * Fire brigade * Waterpolice   Rail, truck and barge operators  Importer and Exporter  NSWs for eCustoms, SafeSeaNet future NSW from 2010/65 |
| Customer | Ca. 2.300 customer with 15 000 end-user |
| Adoption rate | Export 100 %, Import 70 – 80 % |
| **Operational Model** | |
| partnership and relationship with  Customs and other Government Agencies | Customs: relationships with ATLAS system for declaration  Port Authority: cooperation in the framework of marketing the port community outside and in operating the harbour rail system (HABIS) as well as in managing the operation of ship (harbour captain using PRISE)  Water police and firebrigade: cooperation in operating the dangerous cargo system GEGIS  Other authorities: co-operation in the import process, as part of the IMP |

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| **Financial figures** | | |
| costs of establishment | Until Juli 1st, 1983 < 1 Mio EUR | |
| business model and user fees | Business model is based on SaaS services and transactions.  Monthly fee : starting at 100 €  Payment per transaction: from 0.005 to 1 € depending on the volume and the service | |
| Financing of the PCS | The net income is re-invested in different new services and for maintenance and evolution of current services. PCS is self financed. Shareholder gets revenue. | |
| **Technology** | | |
| technology used | Software: main part in JAVA  Hardware: Unix + Windows + DB on IBM eserver i5 | |
| type of interface | EDI + Web applications | |
| Architecture | User-Interfaces: Multi tier architecture: data access, Business logic, GUI presentation  EDI-kernel: Access tier, conversion tier and business-logic tier | |
| How data are submitted | Data are submitted mainly through EDI messages.  Also a possibility to submit some data through Internet interface (GEGIS for example)  Access tier: FTP, email, FTAM, X.400, AS2, SAP RFC, …  Conversion tier: HH standard, EDIFACT, XML, ANSI X.12, IDOC, proprietary formats | |
| **Change Management / Customer support** | | |
| change management strategy | steering committee  - Supervisory board  - - Advisory board  - - - Working groups (defining the solution)   * Decision and road map is finally made by DAKOSY. | |
| Information of stakeholder via | Supervisory board  Advisory board  Working groups | |
| helpdesk / customer service? | * 07:00 am to 06:00 pm, Monday to Friday on working days free of charge for customer * Permanent 7 x 24 support for certain services and 7x24 support on demand of customer   All systems designed to operate without intervention. | |
| **Standards** | | |
| implemented standards | - standard communication protocols (X. 400, FTAM, AS2)  - message standards (EDIFACT, ANSI X.12, XML)  - standard messages, i.e.: Bill of Lading, Invoice, Manifest, Container Messages (SMDG), Booking, IFTSAI, ODETTE.  Pls check also the EPCSA-message guide. All listed messages are provided by DAKOSY. |
| percentage of standards verses proprietary messages | 80 % standard vs 20 % |
| **Future Plans** | |
| plans for further development | * Air freight management, * Services for mobile devices * Traffic control * Supply chain extension | |
| Interconnectivity with other PCS | We already have existing links to other national and international PCS since the early eighties. We offer our customers to fulfill the procedures requested by other PCS. Discussion is ongoing with other PCS to enlarge the network for i.e. exchange of status information. | |