

# Germany

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<i>What motivated the establishment of your Single Window (SW)?</i>	<p><b>Background</b></p> <p>The urgent need to speed up the flow of information within the harbour of Hamburg was the major motivating factor. A group of liner agents, forwarders and quay operators set up a working group to discuss a possible solution. This group agreed that:</p> <ul style="list-style-type: none"> <li>▪ Efficient organization of transportation needs early information</li> <li>▪ Information exchange using EDI             <ul style="list-style-type: none"> <li>– avoids double typing</li> <li>– avoids errors due to double typing</li> <li>– saves time and</li> <li>– saves money</li> </ul> </li> <li>▪ Flow of information within the harbour was too slow and too expensive</li> </ul>
<i>What year was it established?</i>	1982
<i>What is the current status of the facility (study, pilot phase, running)?</i>	Running
<i>How did the SW interface with already established systems (if any existed)?</i>	<p><b>Establishment</b></p> <p>The system is interlinked with systems of customers and authorities by EDI.</p>
<i>Did any other SW model serve as inspiration or model?</i>	<p>The basis for the Single Window was the pilot project of 1974 “Datenbank Hamburger Hafen”. Participants at that time were a number of liner agents and forwarders and the two biggest quay operators (basically the same companies who started again in 1982) as well as IBM. The technical solution of that pilot was a central host with dialogue interface (i.e. terminals) for users, no EDI. In 1982 – with much more EDP-systems established – the idea of a EDI-knod, a EDI-Full-Service-Provider was (and still is) the better solution.</p>
<i>What process was followed in setting it up? Was there a pilot project?</i>	<ul style="list-style-type: none"> <li>▪ Set-up of a committee</li> <li>▪ Identification of the first Business Cases: Quay order and B/L</li> <li>▪ Engagement of an external adviser: “Write the concept”</li> <li>▪ “Take into account the existing IT- Structure of the acting</li> </ul>

parties!”

- A case study, written by an external consultant, proposed the technical and commercial solution
- First investment: One year time for seven people to design and develop Quay order and B/L and to start the first pilot!
- The initial group of liner agents, forwarders and quay operators participated in a pilot

*What kind of training for the staff was required in the establishment and how was it organized?*

The IT staff needed more knowledge about the business of the customers. It was arranged for them to attend various offices in order to learn about the daily business.

*How long did it take the facility to become operational?*

One year. There was a successful start of the first pilot in 1982; in 1983 there was an enlargement of the pilot to include more companies. In 1984 more use cases were to follow.

*What services does the SW provide? What documents/information/process are covered?*

### **Services**

DAKOSY AG operates as a full service provider, offering both pure EDI and SW-applications with EDI-modules. All documents needed during the transport can be exchanged via the network of DAKOSY. DAKOSY's IT Services include:

- Backup Services
- Disaster Management
- Networks and Communications
- Outsourcing
- Internet Services
- Data Centre Services

*How many clients does the SW have at the present time?*

2.050

*How does it work? What is the operational model for the SW (describe the business process model)?*

### **Operational model**

DAKOSY is owned by three shareholding companies. These companies represent the interest of the forwarder, liner agent / ocean carrier and quay operator. In order to become part of the so-called basic-network (i.e. all documents needed for the business within the harbour), each participant has to sign a contract with one of the three-shareholding companies. The shareholders pay a yearly fee to uphold the so-called basic-network. They charge their clientele accordingly.

All services beyond the basic-network are charged directly by DAKOSY; the contract-partner is DAKOSY.

*Who are the main clients?*

Mainly forwarders, warehouses and logistic departments of industries and manufacturing companies.

*Which public and private agencies are involved in the facility?*

DAKOSY AG is a privately owned company.

*What is the business model?  
How is it financed  
(government, private sector,  
Private-Public partnership)?*

### **Business model**

AG with the shareholders:

33.33% - quay operators (Gesellschaft Datenverarbeitung Hamburger Umschlagbetriebe GmbH (GHU))

- 33.33% - liner agents and shipping companies (DAKOSY Interessengemeinschaft Hamburger Linienagenten GmbH (DIHLA))
- 33.33% - forwarding agents (DAKOSY Interessengemeinschaft Hamburger Spediteure GmbH (DIHS))

Capital = €1.53 million<sup>1</sup>

Shareholders pay a yearly fee for the so called “traditional EDI-business within the port - community”

Additional services of DAKOSY (EDI, ASP and IT- Services) are charged by DAKOSY directly

*What were the costs of establishment of the facility?*

2 million DM (German Mark)<sup>2</sup>.

*What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?*

Users are charged per transaction.

*Do the revenues generated cover operational costs or do they make a profit?*

Revenues exceed operational costs (i.e. profits are generated).

*Are the revenues (if any) reinvested in the SW?*

Yes.

*What technology is used?*

### **Technology**

IBM System i is the heart of DAKOSY DP-Centre both for EDI- and for ASP-Services. IBM System i offers:

- High Availability
- Low TCO
- High Scalability to meet the demands

<sup>1</sup> Approximately 1,866,000 US\$.

<sup>2</sup> Approximately 1,248,000 US\$.

*How are data submitted (electronically – what type of format/language, paper – what forms, combination – what kind of combination)?*

EDI:

- a. Formats
  - UN-EDIFACT
  - XML
  - Inhouse-Formats
  - Others
- b. Protocols
  - FTP
  - E-Mail (SMTP / POP3)
  - X.400
  - OFTP (Odette File Transfer Protocol)
  - FTAM

ASP:

- a. Clients
  - Microsoft Windows 98/2000/NT/XP
  - WBT (Windows Based Terminal)
  - 5250-Emulation
  - Browser with JDK (JAVA Development Kit)
  - Citrix
- b. Communication ways:
  - Dial -In and leased line
  - Internet (incl. VPN = Virtual Private Network)
  - All “Point-to-Point”-links

*Where are data sent and lodged (Government or private entity)?*

At DAKOSY. Private entity. DAKOSY AG is a 100 % privately owned company

*Who can submit data (importer, exporter, agent, Customs broker)?*

All partners in the transport chain

*How did you promote the facility?*

#### **Promotion and communication**

Normal sales and marketing activities. And best of all, users promote DAKOSY by asking their customers to use DAKOSY

*How were all stakeholders kept informed about the facility's progress?*

- Yearly user conference (per application)
- Workshops with user to discuss new topics
- Internet
- Monthly newsletter for various applications
- Quarterly newsletter (companywide)
- yearly Open Day event
- fairs

*What kind of training was provided for users?*

The DAKOSY training department offers both training on the spot and in DAKOSY's own training centre

*Do you provide any helpdesk or customer service?*

The DAKOSY helpdesk offers first and second level support between 7:00 and 18:00 on working days. The rest of the time first level support is available. Traders can view important tips, helpful pointers and current status information on the websites [www.dakosy.de](http://www.dakosy.de) and [www.dakosy-direct.de](http://www.dakosy-direct.de). There is also an on-call service for emergency support calls in the evenings or on the weekends.

*Is use of the facility obligatory or voluntary?*

### **Judicial aspects**

Only the announcement of Dangerous Cargo Movements and announcements of export (for Customs Control) is obligatory

*Do participants need to sign a contract with provider/agency in order to participate?*

Refer to the answer on “How does it work? What is the operational model for the SW (describe the business process model)?” (Operational Model)

*Was specific legislation (or change of old legislation) necessary?*

In order to establish a Dangerous Cargo Movement Control System, the City of Hamburg had to change some regulations to make the announcements obligatory.

*How is the privacy of information protected?*

All users get their own coding and password. Data is only forwarded to the user addressed by the sending party and only, if the addressee is registered.

*What is the role of international standards (UN/EDIFACT, UNLK, UNLOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?*

### **Standards**

Whenever an international standard is available (and the customer requests it), it is used.

*What are the benefits to clients and to participating agencies?*

### **Benefits**

- Information Chain established
- Flow of information speeded up
- Less double typing
- Better quality of data
- Saved time and money
- Thanks to standardization process: less documents!
- Higher and better control on the Transport Chain visibility

*How did it benefit trading community and the Government?*

Please refer to the answer to previous question.

*What problems did it solve?*

The following results were achieved:

- Information Chain established

- Flow of information speeded up
- Less double typing
- Better quality of data
- Saved time and money
- Thanks to standardization process: Less documents!
- Higher visibility and better control of the Transport chain

#### **Lessons learned**

*What were the crucial success factors?*

- To hit the spot at the right time meeting a real pioneer spirit!
- Neutrality!
- Easy to use!

*What are the main lessons learned?*

- 90 % Talking, 10 % Doing
- Most important: All people to tow one rope in the same direction!
- “Eat the elephant piece by piece”

#### **Future plans**

*What are the plans for further development of the SW?*

- Integration of more Exporters / Importers
- Extension of the Information Chain to overseas
- Redesign of ASP-Services
- Development of Value Added Services
- Bring more intelligence to the Information Chain  
→ eDocs
- Usage of workflow-engines to monitor business process

*Do you intend to make agreements concerning SW cooperation on the regional level?*

Yes

*Are you planning to have agreements for exchange of data with SW running in other countries?*

Yes

#### **Source for further information**

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