



The case for a global warehouse product suite

The case for a full function suite of highly differentiated warehouse modules purpose built for international freight forwarding is undeniable.

The CargoWise Global Warehouse Suite is a powerful suite of warehouse components featuring five highly differentiated warehousing modalities, tightly integrated into CargoWise to satisfy the needs of a global, integrated international freight forwarding operation.

The components are:

CargoWise Warehouse PR

A Product/SKU based warehouse module (often called contract warehousing by industry, but with the items managed by product or SKU code). Includes many data driven automations and prebuilt processes, including kitting and bill of materials and other advanced features.

CargoWise Warehouse TR

A Transit Warehouse module – which manages, receipts, cross docks, stores, picks and releases items by waybill number, number plate or SSCC label.

CargoWise Warehouse LB

A Long-Term Bonded (or Duty Deferral) Warehouse or simply Bonded Warehouse module. This combines a Product/SKU based warehouse with various customs procedures, including inwards processing and outwards processing, bill of materials and other bonded and free trade zone (FTZ) requirements.

CargoWise Warehouse SB

A Short-Term Bonded Warehouse module – used at the import border to hold goods under customs control for a short time until import formalities allow the cargo to be released or delivered.



CargoWise Warehouse EC

A full international eCommerce module – combined and integrated with the CargoWise Forwarding module, the Transit Warehouse and specific customs procedures related to eCommerce – allows the efficient consolidation at origin of tens of thousands of small parcels, and at destination, the release and distribution of tens of thousands of small eCommerce parcels with low touch and high levels of efficiency and compliance with customs obligations.

These five highly differentiated warehousing modalities integrate with the forwarding and customs modules of CargoWise to create a broad set of capabilities that provide all the fundamental warehousing needs of an integrated international freight forwarder at the export, transit and import points for a complete set of operational capabilities.

As all these modules are highly integrated into CargoWise, all the core functions of CargoWise are shared and accessible to the warehouse modules. Implementation of any of these modules can be done in days and new customers can be onboarded in hours without complex, costly and time-consuming implementations.

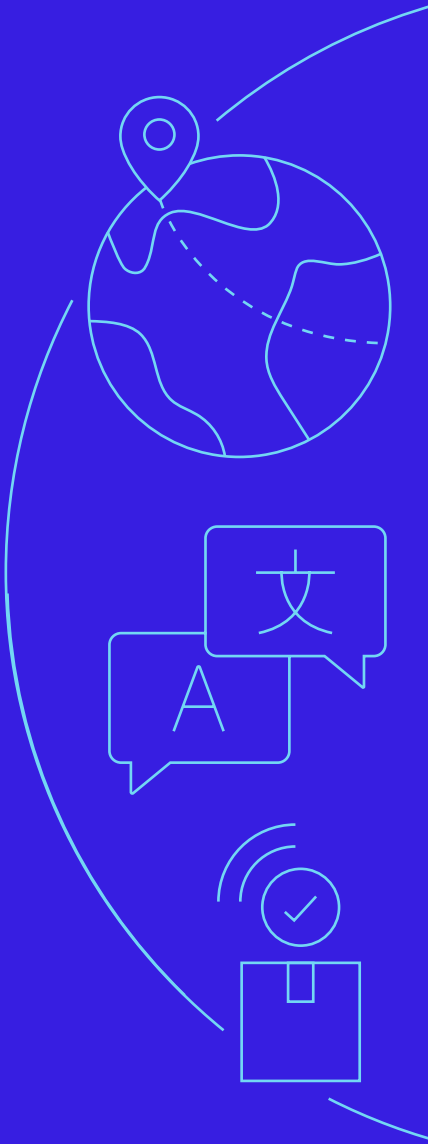
While there are many suppliers of warehouse capabilities in the contract warehouse space, CargoWise has no competitor that provides the broad range of modalities this suite of warehouse modules provides. The five warehouse modalities serve very different needs and are unmatched by other vendors. When integrated into the full capabilities of CargoWise, the value, functionality, visibility, control and productivity are truly valuable and uniquely suited to the integrated international freight forwarder.

The traditional approach – the perennial problem

Until now, the warehousing needs of an integrated international freight forwarder were only able to be satisfied by acquiring multiple warehouse software products, often built locally to a particular country or customs regime, and supplied by a combination of local and perhaps some global vendors. The decisions to select these software solutions are driven by local need, knowledge and fitness for purpose, whilst ignoring the many complex problems that gluing local systems together creates.

Five purpose-built warehouse modules designed for integrated logistics

These local solutions, even if vetted or governed by head office or a global IT integration team, ignore many factors including the limited benefits, complexity, risks, lost opportunities, loss of productivity and real cost of ownership as well as many other factors that should be considered for a global business and its customers. And yet, this seemingly simple decision does not take into account the global considerations of having to cover 20, 50, or 100 locations, vendors, systems, contracts, hardware and software architectures, data interfaces, languages, user interfaces, master data problems, cyber risks, and many otherwise invisible, but perennial problems, that arise when using a model with many vendors with local solutions.



| There was no other way... until now!

Until recently, large, integrated global forwarders and logistics providers had no viable, comprehensive, and truly global multifaceted solution to consider, so any system that met their needs was implemented. However, complexity and the associated problems of operating many different systems, in many countries, in many languages, often documented and operated only in its own local language, style and processes has been an insurmountable barrier, until now!

| A deeply productive, highly integrated, global, powerful, complete solution

The industry needs a truly global, deeply capable, fully functional set of warehouse capabilities, suitable to operate fully in each country, built to cover the entire logistics/supply chain processes and procedures. This solution is now available and includes highly differentiated warehouse modules – Product, Transit, Long-term Bond, Short-term Bond, eCommerce – integrated with CargoWise modules such as order management, forwarding, customs procedures, and landed costing allowing for straight through processing and high-quality management control and visibility. This CargoWise Warehouse Suite also enables all local and global obligations for an integrated international freight forwarder or logistics operator and their partners or agents.

| The world is different now, the solution must be too

This capability must operate to the highest standards expected of customers and be able to deal with all obligations, risks and complex transactions created in what is an increasingly complex cyber security and commercial environment. All the while remaining highly productive, commercially competitive, and needs focused.

| This is an important product release, but we are not done yet

These five purpose-built warehouse modules have been proven in production, with more than 1,000 sites live and in production across the warehouse product range. Some warehouse modules that require customs connectivity, as Bonded and eCommerce warehouse components do, are still being rolled out in various jurisdictions alongside our development of related local customs requirements. We are continuing to invest heavily in advanced features and local requirements for our customers, across the large English-speaking economies and largest EU economies, China and Taiwan.

| The depth of this problem requires a detailed understanding

As always, the devil is in the detail. To aid a full understanding of the problems of the traditional approach, and the value created by the CargoWise Warehouse Suite, a comparison of the old vs new approach follows.

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created	
Operational labor costs, poor customer service, unable to follow the sun or use shared services				
1	<p>Many different user interfaces, workflows and conceptual models. Each country/vendor/application has a unique and different user interface (GUI), work process flows flows and widely different concepts</p>	<p>Each system requires knowledge specific to that country: The ability to reuse staff across countries or create a shared service center is low</p>	<p>Regardless of which locale, the user interface is highly standardized: Provides a single highly standardized user interface, across all countries with minimal localizations to meet each locales requirements, all global workstreams are similar</p>	<p>Knowledge of any CargoWise customs module is applicable to all modules in all countries: Staff can be trained once to easily understand the work processes. Staff can be shared across locales and a shared services center is easily able to work and provide customer services across all global workstreams</p>
2	<p>Systems training may be in local language and limited: Each solution has different level and quality of documentation, often in only the local language, in many cases the training documentation is missing, out of date, low quality or incomplete</p>	<p>Required knowledge may not be available via documentation or training materials: Training staff is often poor or difficult, or delivered face to face by the vendor. Often the local unit has to hire from a limited set of people experienced in that local product</p>	<p>High quality digitally delivered training: WiseTech provides sophisticated and comprehensive online training and user certification for its customers, staff, and to the CargoWise Partner Network.</p>	<p>Staff can be trained comprehensively in any location: Your staff are easily able to learn the warehouse modules and the small localizations required in country</p>
3	<p>Only available in local language: Each specific warehouse solution is likely only available in a single language and often not in English (outside of the main English-speaking economies)</p>	<p>Local staff deal with customer service and administration: The ability to reuse staff in other locations (demand leveling or follow the sun) or create a shared service center is low</p>	<p>Always available in the local language and in English: The language is set by the users preference in local language or English regardless of which country, region or local language</p>	<p>Demand leveling, follow the sun and shared service center are supported: Customer services and administrative work can be shared across countries and time zones. Staff in any locale and/or a shared service center are able to provide services regardless of local language of the system</p>
4	<p>Each local application is unique: In the way it operates, its structure, user interface, local language and its processes</p>	<p>Local staff must do the work: Each application must have its own locally trained staff, in the interface language of the system and knowledgeable about that individual systems capabilities and processes</p>	<p>Always available in the local language and in English: The language is set by the user's preference in local language or English regardless of which country, region or local language</p>	<p>Demand leveling, follow the sun and shared service center are supported: Customer services and administrative work can be shared across countries and time zones. Staff in any locale and/or a shared service center are able to provide services regardless of local language of the system</p>

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created	
Internal IT costs, maintenance, support cost, technical complexity, risk, upgrades, patches, regression test				
5	Support arrangements: Each local vendor has their own local support hours and local teams in local language and time zone	Global work patterns are often not supported: Support for shift work, weekend work, demand sharing across offices, follow the sun and shared service center operations is often not supported	Support is 24x7 and highly automated: The system is integrated with customer incident management and automated error reporting and analysis and released after high levels of unit testing, product testing, and defect containment	System uptime is high and error management is sophisticated: Resulting in high levels of continuity, reliability and deep incident response
6	Maintenance cycles: Each local vendor has its own maintenance, patch and bug fix processes, cycle and requirements	Global maintenance requirements are often not easily supported: Each local vendor has its own maintenance, patch and bug fix processes, cycle and requirements that may not be compatible with a global business	System has built in, sophisticated automated upgrades: Upgrades can be scheduled at a time of the customer's choosing and upgrades proceed automatically and roll back and report any issues if a (rare) problem is encountered	System uptime is high and error management is sophisticated: Resulting in high levels of continuity, reliability and deep incident response
7	Many different architectures: Each local application has its own architecture, technology set and platform requirements	Specialized skills and resources required: Many different architectures require unique hosting, support, hardware, operating systems, servers, specialized staff for each architecture	Requires only a single instance, single architecture, hosted on CargoWise Cloud or on a customer private cloud: Architecture is well defined, and easy to manage, patch, upgrade and understand	Cost of IT management is low, talent is easy to hire: System architecture is easy to understand, well defined, modern and well documented. IT workers are familiar with the architecture and its components
Master data management, cost of developing and maintaining interfaces				
8	Many masters: Master data bi-directional synchronization (customer, organization, contacts, product/SKU) is impossible to manage without replication errors and data conflicts due to so many non-live links to local system	Data errors and conflicts: In most cases operators and high cost customs staff are left to manage master data errors. Data errors are often visible or discovered by the customer. Data errors can affect compliance obligations	Single master data set: Master data is singular, live and no synchronization or replication is required	Master data is always consistent and up to date: No staff are required to manage replication or sync errors

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created	
Master data management, cost of developing and maintaining interfaces				
9	<p>Many interfaces to build and maintain: For each of the many local customs solutions, multiple data interfaces need to be designed, built and maintained between the main system and each local customs system, to allow the commercial invoice, the product master data, the customer master data and the duties, taxes and fees to be transferred</p>	<p>Data interfaces are unable to provide tight integration: Due to the complexity, maintainability and incompleteness of these interfaces, IT costs and labor costs are incurred on an ongoing basis. Most interfaces are incomplete and imperfect leading to data loss and incorrect and incomplete data transfers, especially around master data</p>	<p>No data interfaces are required: The system is highly integrated and data flows instantly between organization and product master, and between modules instantly. Events flow across the system and create automations, alerts and other productive outcomes</p>	<p>Data is live and real time through the system and does not require checking, rekeying or rework: Labor costs are much lower, rekey errors do not occur, visibility and management are easy and fast, and all staff and management can see and interact with the workflow from any location, provided security allows</p>
10	<p>Every local system require multiple data interfaces: Each data interface is complex, and results in a very large set of technically complex interfaces that rely on the stability and consistency of the local system</p>	<p>Existence of such a large set of custom built interfaces: Creates a number of ongoing costs, change control, reliability and stability and complexity issues. Direct experience shows that the management of such a large number of customized interfaces creates a fragile system and comes at a high cost to maintain</p>	<p>No data interfaces are required: The system is highly integrated and data flows instantly between organization and product master and between modules instantly. Events flow across the system and create automations, alerts and other productive outcomes</p>	<p>No costs are incurred for data integration: All maintenance of integrations are covered by WiseTech and no effort is required by IT or anyone else to maintain any product capability</p>
11	<p>Product masters are local: Product (SKU) master data from each local system is different in each system and is impossible to store in the central system</p>	<p>Each product master is held locally: And therefore not available to the customer or staff in other local systems. Product/SKU data reuse and visibility is poor for any customer that operates in multiple locales</p>	<p>There is a single product master record: Containing all needed information for any product or SKU under management, and held live and globally in one place for all locales</p>	<p>Master data is always consistent and up to date: No staff are required to manage replication or sync errors</p>

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created
Legal complexity, financial risk, supplier business stability risk			
<p>12 Legacy architecture: Many local applications are on older, sometimes much older, legacy technology, languages, databases, and architectures. Many technical components may no longer be supported by the manufacturer</p>	<p>Long term support of the application is unlikely: If the vendor can update to newer technology, there is a high likelihood of a replacement application with entirely new GUI and processes, required reinstallation, data conversion, staff retraining and new data interfaces needing to be built</p>	<p>CargoWise is committed to ensuring that user interfaces and data sets will be supported long term: Supported in any future releases, regardless of new product releases, upgrades of technology changes. The user interfaces and data structures have been similar for the last 20 years, despite dramatic technology changes and many enhancements and new product features</p>	<p>Staff training is never lost, and application data is retained: Despite technology change, and general enhancements to capability, staff training and data retention is conserved</p>
<p>13 Supplier financial/lifecycle risk: Many smaller local vendors have marginal business models, very low growth or profit, some are actually unprofitable or break even. The industry is increasingly complex and investment is required to keep up with competitive requirements, modernization and system rewrites</p>	<p>There is a likelihood that some of these vendors' businesses cannot continue: When presented with a required rewrite, as the technology landscape changes or competitive pressure requires a complex and costly rewrite. Pressure to update aging technology, comply with requirements, deal in depth with cyber security and provide better competitive capability may force the vendor to sell or close</p>	<p>WiseTech is very strong financially: WiseTech can and does invest in updates, upgrades, rewrites and industry innovations in order to keep customers at the forefront of productivity and capability requirements</p>	<p>Customers can depend on the product being properly maintained, updated, and compliant: All upgrade, maintenance and updates to the software included free of charge</p>
<p>14 GDPR compliance: Brings a large number of local, often small vendors, many of whom may not themselves need or even be aware of GDPR (or other similar laws)</p>	<p>For almost all integrated international forwarders GDPR is a non-negotiable requirement: Missing or incomplete GDPR compliance or the risk of GDPR compliance failures due to the vendors own ability to comply with GDPR and other similar laws</p>	<p>WiseTech complies with GDPR and other privacy and data protection laws and regulations: Customers can depend on WiseTech's compliance with law and regulation</p>	<p>All regulatory, audit, and other standards and compliance requirements are covered: All GDPR (and similar) compliance requirements are included free of charge</p>

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created
Legal complexity, financial risk, supplier business stability risk			
15 Contractual terms vary for each vendor: Each local vendor has its own contractual terms, law and forum, and renewal timetables	Contract management is very complex, costly and difficult: Managing so many small vendors on discrete contracts, with complex local requirements and licensing terms creates legal cost and risk	There is only one vendor (WiseTech) and one contract with the customer: Our contract terms are well regarded and have been applied for more than a decade and suit the smallest to the largest global players	There is a low cost of managing WiseTech as a vendor and our contract terms: The contract is sophisticated and fit for purpose for small or large customers and has been refined over more than a decade
16 Local vendors are high risk: Local vendors do not have many of the sophistication, controls or funding required to de-risk their products and their business	Unknowable risks: Using many, usually smaller and less sophisticated vendors requires the business to accept unknowable risks	WiseTech is a substantial, mature, audited, publicly listed, entity: With an independent board, governance, risk and cyber security measures. The company conforms to major standards such as ISO27001, SOC1 and 2, and NIST. We also practice defense in depth, secure by design and many other approaches to risk mitigation	WiseTech is reliable and relied upon by many of the world's largest logistics companies: All aspects of this governance and security are included in the commercial model and standard license terms
Cyber risk/compliance risk (attack surface, testing and certification, SOC, ISO27001, NIST, Audit etc.)			
17 Cyber testing is weak or non-existent: From direct experience, almost all local vendors fail proper penetration testing, have very limited or missing cyber defenses, limited or no compliance to important standards such as ISO271001, SOC 1 and 2, NIST and other critical standards and safeguards	Business continuity and customer data is at risk: The risk of a cyber attack, data leak or other forms of failure is very high if no systematic set of approaches to risk mitigation are used. Many local vendors are not themselves target for an attack, but are an easy entry point for a ransomware attack or data exfiltration of the customer's system	WiseTech engages in substantial and continuous cyber and process management efforts: Along with audits including standard financial audits, security audits, SOC 1 & 2, ISO27001, NIST, penetration testing, black, grey and white box testing, red and blue teaming and external and internal reviews of all matters that affect cyber security and reliability	WiseTech is reliable and relied upon by many of the world's largest logistics companies: All aspects of this governance and security are included free of charge

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created	
Cyber risk/compliance risk (attack surface, testing and certification, SOC, ISO27001, NIST, Audit etc.)				
18	<p>Limited defenses and/or no insurance covering cyber, product liability or professional indemnity: Few local vendors have comprehensive cyber insurance, GDPR governance, risk mitigations and other critical defenses to insulate your business from the damages of an attack</p>	<p>Cyber attacks and other business interruptions or problems may bankrupt the vendor: Without a comprehensive multipronged approach to risk and mitigation, the vendor may fail in a crisis</p>	<p>WiseTech has deep governance and compliance and appropriate insurances covering the spectrum of risks: The best solution is to be cyber hardened and fault tolerant, but we have defense depth at our core</p>	<p>WiseTech is reliable and relied upon by many of the world's largest logistics companies: All aspects of this governance and security are included in the commercial model and standard license terms</p>
19	<p>Many applications and vendors weakens your own attack surface: A large set of local vendors with weak cyber defense and mitigations, creates a large attack surface that weakens your own cyber defenses</p>	<p>A chain is only as strong as its weakest link: A large set of small cyber immature vendors attached via interfaces to the core system, with access to the systems required when vendors require it, can open up many potential backdoors to access otherwise highly cyber secure core systems</p>	<p>WiseTech engages in substantial and continuous cyber and process management efforts: Along with audits including standard financial audits, security audits, SOC 1 & 2, ISO27001, NIST, penetration testing, black, grey and white box testing, red and blue teaming and external and internal reviews of all matters that affect cyber security and reliability</p>	<p>WiseTech and CargoWise are cyber hardened and reliable: Every effort is taken to ensure that no attack vector is left open. Continuous review and ongoing programs ensure that every area of cyber risk and general fault tolerance is addressed and continuously reviewed and updated</p>
20	<p>Many vendors are 'cyber immature': From direct experience, almost all local vendors fail proper penetration testing, have very limited or missing cyber defenses, limited or no compliance to important standards such as ISO271001, SOC 1 and 2, NIST and other critical standards and safeguards</p>	<p>A chain is only as strong as its weakest link: Weak cyber security across many vendors and applications makes an excellent platform for a 'software supply chain' attack which can allow a direct path into the customer's core infrastructure, allowing a ransomware attack to occur despite otherwise strong cyber defenses</p>	<p>WiseTech engages in substantial and continuous cyber and process management efforts: Along with audits including standard financial audits, security audits, SOC 1 & 2, ISO27001, NIST, penetration testing, black, grey and white box testing, red and blue teaming and external and internal reviews of all matters that affect cyber security and reliability</p>	<p>WiseTech and CargoWise are cyber hardened and reliable: Every effort is taken to ensure that no attack vector is left open. Continuous review and ongoing programs ensure that every area of cyber risk and general fault tolerance is addressed and continuously reviewed and updated</p>

Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created	
Visibility, operations or customer unable to see full process – end-to-end				
21	<p>Limited or no visibility: Into the local application processes. Usually, only the local offices in a single country have access to the local application</p>	<p>Lack of visibility fails the logistics provider and their customer: Visibility, the ability to understand and manage, and the inability to access data across the business or to provide status to the customer are critical problems</p>	<p>Any staff member with permissions can access and operate the system: In any module regardless of the country in which the work is normally located</p>	<p>Visibility can be seen and work can be shared across business units, countries and time zones: Staff in any locale and/or a shared service center are able see status and service all work regardless of locale, time zone or language</p>
22	<p>Product data is held locally: master data Product (SKU) data is almost never returned to the enterprise system and therefore not available to customer or your staff in other countries</p>	<p>Product/SKU/ classification data cannot be reused easily: Customers operating in many locations and staff processing their work do not gain access to product master in other locales</p>	<p>There is a single global Product Master record: Containing all product information held permanently for every locale</p>	<p>Product data from one locale can be use to accelerate work in other locales: the information in one locale is helpful for any other locale</p>
Customer service complexity and cost, customer service or experience issues, inability to automate				
23	<p>Local vendors do not supply or have access to the corporate systems: Their domain is the warehouse processing and they do not interact with the corporate or central logistics system</p>	<p>Local vendors cannot provide an integrated portal: High quality customer service should be provided digitally and include a deep set of logistics services, statuses and shipment events and visibilities. However local vendors do not have that capability</p>	<p>CargoWise Neo is an integrated logistics portal: Neo provides access to shipment, status and progress and will allow customers full visibility in any warehouse module, in any location</p>	<p>CargoWise Neo is included: The base Neo capability is included free in the commercial model and standard license terms</p>

	Legacy approach aspect	Problem this causes	CargoWise Global Warehouse Suite	CargoWise outcome created
Enterprise class integration, continuous innovation in automation and productivity improvements				
24	Local vendors have a small set of key staff: Given the economics of software development when the vendor is small, maintaining the system and providing customers service is 90% of the work	There is little time for innovation: In our experience, most local vendors have no spare time for innovation once customer service and maintenance have been dealt with	WiseTech is innovating continuously: AU\$880 million invested in R&D since FY19, delivering more than 5,300 product enhancements to date. 1,130 in the last 12 months. 1,800+ staff in product development	WiseTech is a logistics innovator: We are constantly building for improved capability, productivity, visibility and manageability. These innovations are included in the commercial model and standard license terms
Governance, loss of reputational risk, loss of business, fines, penalty, jail				
25	Local application not working for extended time period: Local vendor or application long outage or permanent failure	Inability to perform logistics services: Failure to be able to process work in a single warehouse in a single locale	WiseTech and CargoWise are hardened against failure: WiseTech provides redundancy, fault tolerance, failover and disaster recovery capabilities to ensure services are robust	Our failure resilience is included: Free in the commercial model and standard license terms
26	Cyberweak local vendor: Ransomware attack or data exfiltration via weak local vendor as entry point	Brand damage and costs to recover from the attack: From cyber attack via a local vendor. Vendor as entry point may void cyber insurance	WiseTech and CargoWise are hardened against failure: WiseTech provides redundancy, fault tolerance, failover and disaster recovery capabilities to ensure services are robust	Our failure resilience is included: Free in the commercial model and standard license terms
27	Cyberweak local vendor: Ransomware attack or data exfiltration via weak local vendor as entry point	Legal liability: And multiple damaging lawsuits from inability to provide critical services to contracted customers, due to ransomware attack. Vendor as entry point may void cyber insurance	WiseTech and CargoWise are hardened against failure: WiseTech provides redundancy, fault tolerance, failover and disaster recovery capabilities to ensure services are robust	Our failure resilience is included: Free in the commercial model and standard license terms