



CARGOSMART BOOSTS PERFORMANCE, SUPPORTS BUSINESS GROWTH WITH RED HAT



SOFTWARE

- Red Hat® OpenStack® Platform
- Red Hat CloudForms
- Red Hat Enterprise Linux®
- Red Hat JBoss® Enterprise Application Platform
- Red Hat Gluster Storage

SERVICES

- Red Hat Consulting
- Red Hat Technical Account Management

CargoSmart Limited provides global shipment management software solutions that help shipping and logistics companies increase delivery reliability, reduce transportation costs, and streamline operations. The company recently began an initiative to create a software-defined datacenter to achieve greater scale and efficiency. A key part of this initiative is the Network Optimization Engine (NOE) project. To create a stable, robust IT environment to support the NOE project, CargoSmart expanded its use of Red Hat CloudForms, deployed Red Hat OpenStack Platform, and worked with Red Hat Consulting to increase its competitive advantage with new self-service capabilities.



LOGISTICS

400 EMPLOYEES WITH OFFICES IN HONG KONG, MAINLAND CHINA, AND THE UNITED STATES

“Red Hat technology can be flexibly integrated with other open source software and is supported by a large number of developers and distributors.”

ERIC WONG
ASSISTANT GENERAL MANAGER, CARGOSMART LIMITED

BENEFITS

- Improved provisioning and development speed to meet customer and market demands faster
- Unified IT management to establish a stable, efficient platform for big data analysis
- Improved competitive advantage by creating self-service provisioning and development environment for existing and new customers



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“With Red Hat, we can now easily evolve into a service provider and deliver IaaS and SaaS solutions to our customers.”

ERIC WONG
ASSISTANT GENERAL MANAGER
CARGOSMART LIMITED

TRANSPORT COMPLEXITY INCREASES SHIPPING CHALLENGES

Connected to more than 40 ocean carriers, CargoSmart Limited provides global shipment management software solutions—such as sailing schedules, monitoring, documentation, contract management, compliance, and benchmarking—to shipping and logistics companies. The company supports these services, a cloud-based platform, and big data insight.

In 2015, CargoSmart began using Red Hat CloudForms to manage software-defined computing (SDC) and software-defined storage (SDS) in its nonproduction environments. In early 2016, the company expanded its use of Red Hat CloudForms to its production environments to manage, integrate, and coordinate its infrastructure resources.

However, increasingly complex transport networks require more precisely aligning customer bookings with vessel supply, as well as entry and exit times.

“The range of services demanded of CargoSmart by shipping and logistics companies is very diverse,” said Eric Wong, assistant general manager at CargoSmart. “And as transport networks become more complex, we need better visibility and management to ensure our services meet customer needs and deadlines.”

To ensure it can keep pace with network demand, CargoSmart initiated the Network Optimization Engine (NOE) project. NOE is an Infrastructure-as-a-Service (IaaS) initiative to maximize booking revenue and increase operational efficiency while minimizing operating costs. With this solution, the requirements of each booking can be fulfilled by the engine, which provides optimal shipping route recommendations. In addition, business users can log in to the self-service system to enter their own data for testing.

To find the ideal technology to support the NOE project, CargoSmart turned to its trusted partner: Red Hat.

TRUSTED PARTNER OFFERS FOUNDATION FOR INNOVATIVE I.T. PROJECT

To ensure the correct technology was deployed accurately, CargoSmart worked closely with Red Hat for guidance. A Red Hat solution architect and a Red Hat account representative researched CargoSmart’s business model to accurately advise technicians. Red Hat Consulting assisted with product deployment, and a Red Hat Cloud Success Architect (CSA) provided guidelines and best practice recommendations, as well as implementation and solution integration guidance. In addition, a Red Hat Cloud Technical Account Manager (TAM) supports CargoSmart’s daily operations.

In this new initiative, Red Hat CloudForms continued to provide unified management and operations in a hybrid environment to accelerate business delivery, reduce operating costs, improve operational visibility and control, and ensure operational compliance.

CargoSmart also deployed Red Hat OpenStack Platform to support its NOE project. The company is a pioneer in production adoption of this technology in Hong Kong. Red Hat OpenStack Platform combines the robust foundation of Red Hat Enterprise Linux with an OpenStack cloud infrastructure, co-engineered for optimal performance and integration.

In addition, Red Hat JBoss Enterprise Application Platform and Red Hat Gluster Storage are used to create and support CargoSmart's web-based applications. JBoss Enterprise Application Platform helps the company reliably build, manage, deploy, and host Java™ applications and services. Red Hat Gluster Storage helps the team scale up storage as needed by adding nodes to keep pace with the NOE project's development.

With these deployments, CargoSmart currently has more than 400 available systems supported by Red Hat technology.

PERFORMANCE AND SERVICE IMPROVEMENTS CREATE NEW OPPORTUNITIES FASTER DEVELOPMENT AND PROVISIONING

Previously, building a platform and application system could take CargoSmart days or even weeks. With its new Red Hat environment, the company can now build a virtual machine (VM), as well as operations and application systems, in just 27 minutes. Expanding and storing the CPU now takes only three minutes, and provisioning time for a single VM has been reduced from eight hours to just 20 minutes.

Streamlining these processes helps CargoSmart's IT staff focus on developing customer-facing solutions, rather than completing time-consuming, routine provisioning tasks. As a result, CargoSmart can quickly set up development environments and go to market with new services and capabilities faster.

"Time to market is critical for our customer base. We can now roll out solutions on proven technology, with enterprise support, allowing our customers to focus on their own solution development," said Eric. "Red Hat technology can be flexibly integrated with other open source software and is supported by a large number of developers and distributors."

UNIFIED MANAGEMENT FOR GREATER STABILITY

With its Red Hat technologies, CargoSmart can better manage its computing resources to improve its networks and storage. In addition, the company has unified management of its legacy system code.

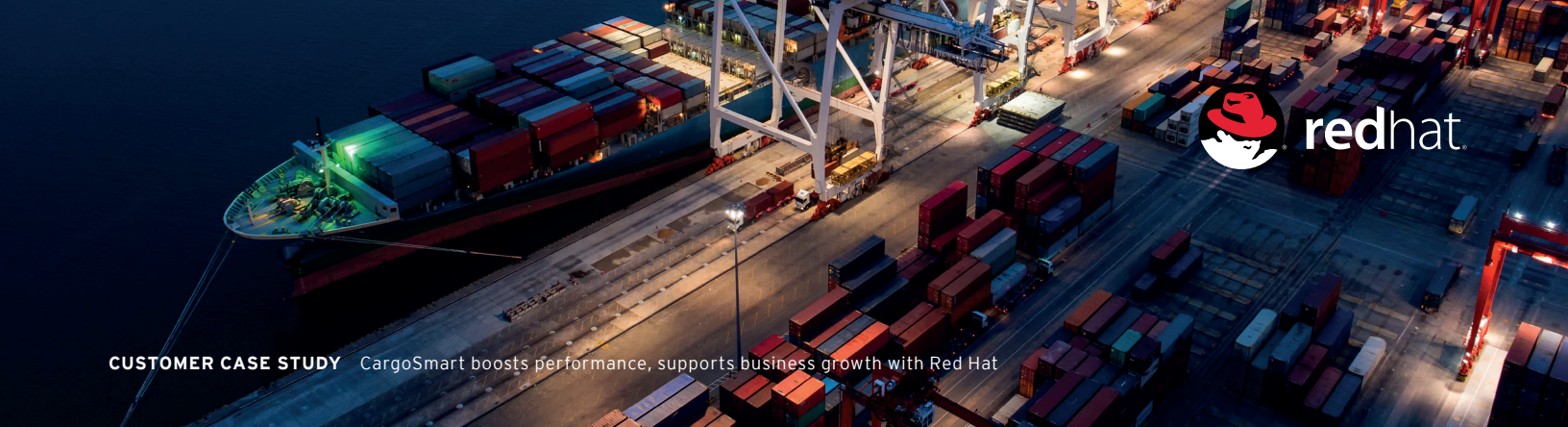
This highly scalable and powerful platform not only helps CargoSmart support big data analysis projects, but also provide stable and reliable storage for its users.

"Red Hat Gluster Storage easily manages unstructured data for physical, virtual, and cloud environments. It helps unify data by provisioning and managing storage regardless of environment," said Eric. "As a result, we can offer greater choice of storage to our business users. They have a more cost-effective option that doesn't sacrifice reliability or scalability."

COMPETITIVE SELF-SERVICE CAPABILITIES

CargoSmart now offers a self-service IT provisioning portal to help customers efficiently acquire and deploy necessary resources, supported by Red Hat CloudForms.

"CloudForms provides a self-service catalog that lets business users independently initiate IT requests. Within minutes, a requester can access the desired resources," said Eric. In addition, CargoSmart's IaaS offering uses Red Hat OpenStack Platform and Red Hat CloudForms to manage VMs. With this technology foundation, the company can take advantage of IT operations analytics (ITOA) to check application performance, historical failures, change requests, and system resource use to determine real-time requirements. Additionally, the self-built engine included in the IaaS offering can trigger infrastructure creation and application deployment.



CUSTOMER CASE STUDY CargoSmart boosts performance, supports business growth with Red Hat

As a result, CargoSmart can continue to offer competitive shipping resources to its customers. The success of the NOE project has made it easier for the company to reach new customers from other segments and take advantage of new revenue opportunities.

SUCCESS SUPPORTS PLANS TO FURTHER ENHANCE BUSINESS VALUE

After the success of its initial production implementation, CargoSmart continues to make progress on its software-defined datacenter. The company is now working to integrate its software defined network (SDN) with Red Hat OpenStack Platform.

“CargoSmart can now provide multitenant hosting solutions to our customers, in line with compliance requirements,” said Eric. “In the long run, we’ll be able to provide SaaS [Software-as-a-Service] solutions to our customers as well.”

With its flexible, stable IT infrastructure and self-service capabilities, CargoSmart is well positioned to meet industry demands and stay competitive in the shipping service provider market.

“The shipping industry has its own unique requirements,” said Eric. “With Red Hat solutions, we can now easily evolve into a service provider and deliver IaaS and SaaS solutions to our customers. This flexibility also adds value to our core business by helping us become an independent software vendor.”

ABOUT CARGOSMART LIMITED

CargoSmart Limited provides global shipment management software solutions that enable shippers, consignees, logistics service providers, non-vessel operating common carriers, and ocean carriers to improve planning and on-time deliveries. With a growing network of container carriers and terminals, CargoSmart leverages big data sources and a cloud-based platform to offer award-winning sailing schedules, visibility, documentation, contract management, compliance, and benchmarking solutions. Launched in 2000, CargoSmart has helped over 160,000 transportation and logistics professionals to increase delivery reliability, lower transportation costs, and streamline operations.

www.cargosmart.com

ABOUT RED HAT

Red Hat is the world’s leading provider of open source software solutions, using a community-powered approach to reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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NORTH AMERICA
1 888 REDHAT1
www.redhat.com

**EUROPE, MIDDLE EAST,
AND AFRICA**
00800 7334 2835
europe@redhat.com

ASIA PACIFIC
+65 6490 4200
apac@redhat.com

LATIN AMERICA
+54 11 4329 7300
info-latam@redhat.com

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