



A LEVEL OF STUDY ON MULTIMODAL TRANSPORTATION

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Abstract - The logistics industry plays a crucial role in economic growth and business operations by ensuring efficient movement of goods and services. The internship at Allcargo Gati Limited, Chennai provided practical exposure to logistics operations, supply chain management, and digital logistics systems.

This study focuses on understanding operational workflow, express distribution services, departmental functions, digital transformation, and strategic positioning of Allcargo Gati in the logistics industry. The report also evaluates strengths, weaknesses, opportunities, and challenges faced by the company.

The logistics sector is evolving rapidly with technological advancements such as ERP systems, cloud computing, real-time tracking, and automation. Allcargo Gati has adopted digital logistics systems and integrated supply chain solutions to improve efficiency and customer satisfaction.

The internship helped in gaining knowledge about shipment handling, sorting, tracking systems, customer service, and warehouse operations. The study concludes with findings and suggestions to enhance operational efficiency and service quality.

INTRODUCTION

Internship training is an essential component of management education as it provides practical exposure to real-time business operations. It bridges the gap between theoretical knowledge and industry practices. Through internship training, students gain understanding of organizational structure, operational workflow, and management practices followed in companies.

The logistics and supply chain industry has become one of the fastest-growing sectors in India due to rapid growth in e-commerce, manufacturing, and global trade. Efficient logistics management ensures timely delivery of goods and improves customer satisfaction.

This study is based on the internship carried out at Allcargo Gati Limited, Chennai. The internship duration was 45 days and provided exposure to logistics operations, supply chain management, and digital logistics systems.

The report focuses on understanding logistics operations, departmental functions, digital transformation, and strategic analysis of the company.

INDUSTRY BACKGROUND

The logistics industry is considered the backbone of economic development. It supports transportation, warehousing, inventory management, packaging, and distribution of goods. Efficient logistics ensures smooth movement of goods from manufacturers to customers.

India's logistics sector contributes nearly 14% to the GDP and provides employment opportunities across various sectors. Government initiatives such as PM Gati Shakti and Digital India have improved logistics infrastructure and connectivity.

Growth of e-commerce and manufacturing industries has increased demand for efficient logistics services. Companies are adopting digital technologies and automation to improve operational efficiency and reduce costs.

Chennai is one of the major logistics hubs in India due to its strategic location, presence of ports, airports, and industrial corridors. Many logistics companies operate in Chennai to support manufacturing and export activities.

COMPANY PROFILE – ALLCARGO GATI LIMITED

Allcargo Gati Limited is one of India's leading logistics and express distribution companies. It was founded as Gati in 1989 and later acquired by Allcargo Logistics in 2020. The company was rebranded as Allcargo Gati in 2023.

The company provides integrated logistics and supply chain solutions including express distribution, warehousing, freight forwarding, and e-commerce logistics. It operates across more than 19,800 PIN codes and 730 districts in India.

Allcargo Gati focuses on technology-driven logistics solutions and customer satisfaction. The company uses digital tracking systems, ERP platforms, and cloudbased infrastructure to manage operations efficiently.

The Chennai hub is one of the major operational centers of the company and acts as a mother hub for South India. It handles cargo related to automobile, electronics, pharmaceutical, and e-commerce sectors.

OBJECTIVES OF THE STUDY

primary Objective

To study logistics and supply chain operations at Allcargo Gati

Limited, Chennai. Secondary Objectives

- To understand the structure of the logistics industry.
- To analyse the operational workflow of the company.
- To study the functions of various departments
- To understand digital logistics systems used in the organization.
- To perform SWOT analysis of the company.
- To provide suggestions for improving operational efficiency.

SCOPE OF THE STUDY

The study focuses on logistics and supply chain operations at Allcargo Gati Limited, Chennai. It covers operational workflow, departmental functions, digital transformation, and customer service practices.

The study helps in understanding real-time logistics operations and provides suggestions for improving efficiency and service quality.

RESEARCH METHODOLOGY

The study is descriptive in nature and is based on both primary and secondary data. Primary Data

- Observation during internship
- Interaction with employees
- Understanding operational workflow

- Company website
- Industry reports
- Logistics journals
- Online resources

Research tools include observation, discussion with staff, and analysis of operational processes.

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OPERATIONAL ANALYSIS OF ALLCARGO GATI

Express Distribution Operations

Allcargo Gati operates one of the largest express distribution networks in India. The company provides both surface and air express services to ensure timely delivery of goods across different regions. The operations are designed to maintain speed, reliability, and efficiency in cargo movement.

The company covers more than 19,800 pin codes across India and serves customers from various industries such as automobile, electronics, pharmaceutical, and ecommerce. The Chennai hub plays a major role in handling cargo movement for South India.

Surface Express Operations

Surface express is one of the core services provided by Allcargo Gati. It involves transportation of goods through road networks using trucks and delivery vehicles.

Booking Process

The logistics process begins with booking of shipments. Customers can book shipments through branch offices or online portals. Shipment details such as weight, destination, and delivery type are recorded in the system.

Inbound Logistics

After booking, shipments are transported to the nearest hub. At the Chennai hub, longdistance trucks bring shipments from different locations. The inbound logistics team receives shipments and verifies documents.

Sorting Process

Sorting is an important stage in logistics operations. Shipments are sorted based on destination, pin code, and delivery route. Barcode scanning systems are used to identify shipments and avoid errors.

Cross Docking



Cross docking is followed to reduce storage time. Shipments are directly moved from receiving dock to dispatch area without long-term storage. This improves efficiency and reduces handling time.

Dispatch Process

After sorting, shipments are loaded into delivery vehicles and dispatched to regional hubs or final destinations. Dispatch schedules are planned based on delivery deadlines.

Air Express Operations

Air express service is used for urgent and time-sensitive shipments. It ensures faster delivery compared to surface transport.

Allcargo Gati operates through major airports across India and provides next-day delivery services for selected locations. The company handles cargo related to electronics, medical supplies, and high-value goods through air transport.

Air Cargo Workflow

- Collection of shipment
- Security check and packaging
- Air transport to destination airport
- Unloading and sorting
- Final delivery to customer

Air express operations require coordination between airport authorities, logistics staff, and delivery teams.

WAREHOUSE AND HUB OPERATIONS

Warehouse management is a key function in logistics operations. The Chennai hub acts as a major distribution center for South India.

Functions of the Warehouse

- Receiving shipments
- Sorting and categorizing goods
- Temporary storage
- Dispatch planning
- Inventory tracking

Advanced barcode scanners and tracking systems are used to monitor shipments. Warehouse staff ensure proper handling and safe storage of goods.

SUPPLY CHAIN MANAGEMENT PRACTICES

Allcargo Gati follows integrated supply chain management practices to ensure efficient movement of goods.

Key Elements

- Transportation management
- Inventory control
- Order processing
- Customer service
- Reverse logistics

The company uses digital tracking systems to monitor shipments and provide real-time updates to customers. This improves transparency and customer satisfaction.

DEPARTMENTAL ANALYSIS

Allcargo Gati operates through various departments that work together to ensure smooth logistics operations.

Operations Department

The operations department manages shipment booking, sorting, dispatch, and delivery. It ensures that shipments move efficiently through the logistics network.

Responsibilities

- Shipment booking and documentation
- Sorting and dispatch
- Tracking and monitoring
- Delivery coordination
- Customer communication

Customer service plays a major role in maintaining customer satisfaction. It handles customer queries, complaints, and tracking requests.

Sales and Marketing Department

The sales and marketing department focuses on business development and customer acquisition. It promotes logistics services and maintains relationships with clients.

Responsibilities



- Customer acquisition
- Service promotion
- Market analysis
- Client relationship management

IT and Digital Support Department

The IT department manages digital systems and tracking software used in logistics operations.

Responsibilities

- Maintaining ERP systems
- Tracking software management
- Data management
- Technical support

DIGITAL TRANSFORMATION IN ALLCARGO GATI

Technology plays a crucial role in modern logistics operations. Allcargo Gati has adopted digital systems to improve efficiency and accuracy.

ERP Systems

The company uses enterprise resource planning systems to manage logistics operations. ERP systems help in tracking shipments, managing inventory, and generating reports.

Tracking Systems

Real-time tracking systems allow customers to monitor shipment status. Barcode scanning and handheld devices are used to update shipment information.

Cloud Technology

Cloud-based systems improve data storage and accessibility. They ensure smooth communication between different branches and hubs.

Benefits of Digital Transformation

- Improved efficiency
- Reduced errors
- Faster delivery
- Better customer satisfaction
- Real-time tracking