

ET Family Business Awards: Allcargo Group is redefining logistics with digital innovation

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Synopsis

Allcargo Group is transforming logistics with digital innovation. The company uses IoT and AI to improve efficiency and customer service. Its online platform, ECU360, offers seamless global access. Allcargo's digital strategy is driving growth and competitiveness. This approach is making the company a future-ready leader in the logistics sector.



ET Family Business Awards: ALLCARGO LOGISTICS

In an industry traditionally driven by physical infrastructure, [Allcargo Group](#) has distinguished itself by embedding digital innovation at the heart of its operations. The India-born [global logistics](#) conglomerate has leveraged advanced technologies to enhance efficiency, elevate customer experience and stay competitive.

"[Digital transformation](#) is fundamental to building a sustainable and future-ready organisation," said Shashi Kiran Shetty, founder and chairman of [Allcargo](#) Group. This vision has guided the company's evolution into a technology-driven logistics leader.

At the core of this transformation is a digital strategy powered by IoT and AI, optimising route planning, enhancing demand forecasting, and improving operational efficiency. It spans the entire customer-to-cash lifecycle, embedding intelligence into customer acquisition, dynamic pricing, booking, and supply chain management.

According to the jury, Allcargo Logistics was chosen for its strategic adoption of digital tools, the human-in-the-loop rollout of AI into daily workflows, and the use of technology to step up its game in the face of tech-native competition.

GenAI-driven conversational assistants, machine learning models, and ECU360-its proprietary online booking platform-deliver [real-time insights](#) and seamless global access to booking, tracking, and payments. Continued investments in [cloud infrastructure](#), cybersecurity, and analytics reinforce

scalability and resilience.

Founded in 1993, Allcargo Group operates in over 180 countries with a turnover of \$2 billion. Its diversified portfolio and recent restructuring into four focused entities have enhanced transparency and agility.

The impact is evident: 67% of documentation at [Allcargo Terminals](#) is digitised, 70% of customers are on the company's myCFS portal, and it recorded a volume of 176,000 TEUs in the December quarter, driving strong revenue and Ebitda growth.

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Synopsis

Allcargo Logistics is enhancing supply chains for FMCG companies. This involves optimizing networks, integrating technology, and planning transportation. The goal is to manage increasingly complex inventory flows. FMCG companies are expanding product lines and facing evolving consumer demands. This leads to smaller shipments and more frequent deliveries. Allcargo Logistics offers solutions for better visibility and efficiency.

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