

## Client Profile

VDSPL is an international freight forwarding and customs compliance company that continuously endeavors to upgrade its services and efficiency levels. With the belief that 'Nothing is Impossible', VDSPL has implemented new technology with ease and is constantly pioneering change in its industry

## Industry

Freight Forwarding, Logistics, Customs Compliance

## Softlink Solution

Visual Impex

"With both VDSPL and Softlink being pioneers in their respective industries, we truly value Softlink's association with our brand. Softlink makes excellent products. After using IMPEX for more than 12 years, we have found that its relevance, as well as our dependence on it, only seems to increase every year."

Kapil Bhojani,  
Manager Business  
Development,  
Velji Dosabhai & Sons Pvt. Ltd.

Case study: Velji Dosabhai & Sons Pvt. Ltd.

# Velji Dosabhai & Sons Pvt Ltd Relies on IMPEX to maintain its leadership position in the Indian Logistics Industry

VDSPL uses IMPEX to streamline its complete customs compliance operations

## Overview

Velji Dosabhai & Sons Pvt. Ltd is an ISO 9001:2000 certified freight forwarding and customs clearance company based in India. Through 16 branches spread across the length and breadth of the country, VDSPL offers its services in the export of diverse goods ranging from auto parts, diesel engines and surgical instruments to ceramics, textiles, walnuts and spices.

Founded in 1925 by Velji Dosabhai with a vision to extend the reach of India's export industry to every corner of the world, today VDSPL has emerged as one of India's leading logistics service providers with clients from diverse verticals.

## The Problem

One of the earliest companies to implement IMPEX as early as 1993, VDSPL took the decision to implement software at a time when customs clearance companies used typewriters to create their various statutory documents. Ever since then, VDSPL has marked itself out to be an industry leader, pioneering change in the Indian logistics sector.

Over the years, as VDSPL's requirements changed. It sought to implement a solution that was on par with technological innovations in the logistics industry. It required a solution that would allow it to file various statutory customs compliance documents online as well as provide it with regular updates about changes in government procedures.

With India assuming a pivotal role in a fast growing global market, it became important for VDSPL to adopt practices that would help it compete with companies from around the world.

### Challenge

Help VDSPL maintain a leadership position by providing a solution that could meet changing market requirements.

### Solution

Online filing of documents and real time updates of changes in regulation with Visual IMPEX.

### Benefits

Ability to scale operations rapidly and sustain market dominance.

## About Softlink

Softlink Logistic Systems is dedicated to enabling organizations in the logistics industry to 'simplify operations' through highly specialized software products.

Our deep domain expertise and experience in logistics and international trade, combined with strong technological know-how go towards creating truly winning products. These products deliver enhanced management control, revenue realization and accurate international trade documentation to users.

Exporters, importers, Custom House Agents/ customs brokers, Freight Forwarders and other logistics service providers experience a true boost in productivity and operational efficiency through the use of our products. Our success in meeting their needs is proven by our dominance among these segments in a demanding market like India.

## Contact Details

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## Making the Decision to Implement Visual IMPEX

When VDSPL decided to approach Softlink to implement the DOS version of IMPEX in 1993, Softlink was the only company offering such services in the country. In 2002, when VDSPL was faced with the decision of upgrading their customs compliance software to keep up with the technological advancements, they chose to continue with Visual IMPEX. Despite the fact that Softlink was not the only customs compliance software provider at the time VDSPL had no qualms in continuing with Visual IMPEX which succeeded the DOS version. "Visual IMPEX is one of the most efficient software products I have worked with. We have never had any problems with it. If we have, Softlink's support team has been very prompt in addressing them. Their call service updates are almost immediate and they understand our requirements very well. Making the decision to continue using only IMPEX was extremely easy," says Kapil Bhojani, Manager Business Development, Velji Dosabhai & sons Pvt. Ltd.

Satisfied with the profitability and productivity that IMPEX helped deliver, VDSPL has gone ahead with the implementation of Visual Accounts as well.

## Concrete Benefits that Visual IMPEX Helped Deliver

Visual IMPEX helped VDSPL manage their custom's compliance better by:

- Generating and printing Bills of Entry / Shipping Bills for easy manual and online filing using ICEGATE.
- Generating a checklist for data verification before actual submission, helping prevent costly errors.
- Providing graphical MIS reports for easy decision making.
- Providing an optional application for data interchange with third party software.

IMPEX simplified processes within VDSPL and minimized administrative overheads by:

- Reading and automatically processing all messages received from ICEGATE.
- Generating a checklist for verification of data and duty calculations.
- Supporting all EXIM schemes like Advance License, EPCG, DEPB etc.
- Printing Invoice, Packing List, GSP, Certificate of Origin etc.
- Including a master for Customs Tariffs, Excise Tariffs, Notifications, Drawback, DEPB, etc.
- Automatically uploading invoices in standard excel format.

## Application Infrastructure Snapshot

Visual IMPEX does not have any special requirements.

- MDAC 2.6 or above (For database processing)
- Windows XP/2003 with Service pack 3 or above
- Windows Explorer 6.0 or above

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