



## CASE STUDY

### Optimizing Airline Cargo Handling with the Assistance of the CipherLab RS35

Operating 1,400 flights weekly including 91 pure cargo flights to over one hundred cities across many continents, this Airline is one of two major airlines in Taiwan and is the state-owned flag carrier of Taiwan. As of 2022, this Airline operates 91 fleets of which 22 are cargo fleets that ensure supply continuity for economic growth by transporting goods ranging from auto parts, semiconductor chips, actual vehicles, and high-precision wafer machinery to daily necessities like



fitness equipment, vacuum cleaners, gaming consoles, boutique handbag brands, and most importantly, epidemic prevention supplies during the pandemic.

Air cargo loading and unloading are complex procedures that need systems to convey and secure cargo within an aircraft. To efficiently locate the bulk cargo, this Airline uses a load planning system to consolidate multiple shipments and arrange freight to use the capacity of pallets and containers in the most efficient way possible, which helps distribute the weight of the cargo, avoid damaging cargo, and save loading and unloading time. On the cargo compartment floor are barcodes that match the cargo containers that have been attached with a designated barcode. The cargo handlers ensure each cargo is placed in the right location by scanning the barcodes on the floor and containers; here is where a high-performance mobile computer makes it work.

The CipherLab RS35 Touch Mobile Computer has been adopted to replace the Airline previously used device. The former handheld device unexpectedly caused high maintenance costs due to its fragile frame and screen. Other reasons, such as poor reading performance on damaged barcode labels, the time-consuming manual set up and updating of the devices because they lacked MDM, and the limited support of self-developed apps. However, after introducing the RS35 Touch Mobile Computer, the above-mentioned pain points have been solved as the RS35 is a rugged device with IP65 and IP67 full protection and can endure drops up to 1.5 meters. Furthermore, the agile reader of the RS35 can read damaged and poorly printed barcodes to a certain extent. Additionally, CipherLab has ReMoCloud, the mobile

management software solution, allowing IT administrators to easily deploy multiple devices and remotely manage the devices via the web anytime, which undoubtedly brings added convenience and efficiency. Partnered up with an independent software vendor (ISV), CipherLab provides instant support for the user's self-developed apps that can be run on the RS35, making cargo loading and unloading easier than ever.

**Headquarters**

**CipherLab Co.,Ltd**  
12F, 333, Dunhua S. Rd.,  
Sec. 2,  
Taipei, Taiwan 10669  
Tel: +886 2 8647 1166

**CipherLab Electronics  
Trading (Shanghai) Co.,  
Ltd.**  
E Room, 9F, No.726 West  
Yan'an Road. Changning  
District,  
Shanghai, China 200050  
Tel: +86 21 3368 0288  
Toll Free: +86 400 920 0285

**CipherLab USA Inc.**  
2552 Summit Ave. STE  
400 Plano,  
Texas 75074, USA  
Tel: +1 469 241 9779  
Toll Free: +1 888 300 9779

**CipherLab Europe**  
Cahorslaan 24, 5627 BX  
Eindhoven, The Netherlands  
Tel +31 (0) 40 2990202