



## ABOUT THE COMPANY

When Leo Capra opened Draco Freight Logistics in 2009, his mission was to provide the highest quality, cost-effective solutions to meet his customers' logistics needs.

Capra believed that several fundamentals - including trust and reliability - were crucial for the company's growth. To achieve this, he hired a staff with unparalleled industry expertise and tasked them with establishing strong relationships and partnerships throughout the supply chain.

Capra also believed that a trustworthy reputation would depend on maintaining an error-free environment. Mistakes cause delays and delays cause a loss of revenue. To reduce human error, Capra was determined to build cutting-edge technology into Draco's foundation as quickly as possible.

As evidenced by the company's success over the past decade, Capra's strategy proved to be highly effective. Today Draco provides a suite of services including air, ocean, and road freight, as well as customs brokerage and various specialized amenities. With a 25,000-foot Miami warehouse and a private fleet of cargo trucks, tractor trailers, and forklifts, Draco retains a loyal base of approximately 100 customers, supported by a full-time staff of 38 professionals. In 2021 Draco opened a second warehouse in LAX airport to accommodate its growth.

## THE EARLY CHALLENGES

Establishing a new freight forwarding business presents a unique set of challenges. Speed is essential. Regulations are difficult to navigate, and clients demand flawless service. Capra knew that the right logistics platform could make all the difference and within the first six months, he began searching for a solution that would give his company a competitive advantage.

## THE SOLUTION

"We wanted a software partner that would grow with us. This was a critical step, so we trialed several systems to vet all the options. In the end, Magaya provided the most highly developed, yet easy-to-use system on the market. The others fell short in at least one or two areas, but the Magaya Supply Chain solution did it all," said Draco President, Leo Capra.

Impressed with the outstanding technology and customer support, Draco was eager to investigate other Magaya solutions that could further improve warehouse operations, customs compliance, as well as rate management and quoting, and soon implemented an entire suite of Magaya solutions.

Capra commented, "not only did we achieve our original goal of providing superior customer service, but Magaya has equipped us with the tools we need for future sustainability and success. We're on board for virtually any new product developed - that's how confident we are in Magaya technology!"

# MAGAYA SUPPLY CHAIN

Magaya Supply Chain is the software solution featuring a suite of sophisticated tools for operations, accounting, tracking, connectivity, and compliance. Developed for freight forwarders, 3PLs, NVOCCs, and couriers, it provides a seamless exchange of data in real-time, and management of all logistics operations from end-to-end. With powerful, configurable workflows, the platform eliminates silos and has everything needed to create a quote, file customs documentation, perform warehouse management, complete last-mile logistics, and more.



## THE CHALLENGE

It didn't take long for Capra to observe serious obstacles threatening the success of his newly established business. While adequate in some industries, Excel was insufficient for organizing data in logistics. Emailing spreadsheets and manually updating numbers proved to be a slow and laborious process with a high potential for error. With a lack of interconnectivity between departments, many processes were being unnecessarily duplicated. Plus, his clients' need for up-to-the-minute information made better visibility a top priority. All of these issues had the potential to become major problems and Capra knew they had to be resolved.

## THE RESULTS

Almost immediately after implementing Magaya Supply Chain, Draco experienced significant benefits. Draco became a collaborative and connected environment with a flow of real-time information and greater visibility for both the company and its clients. Outdated processes - such as using spreadsheets to record data - were modernized, and various departments were able to share updated material. Plus, Magaya's customer support was outstanding, offering live assistance whenever needed.

With a faster, more efficient system in place, Draco staff experienced higher customer satisfaction and was more productive. "People often feel uneasy about new technology, fearing it might make their jobs obsolete, but our staff discovered exactly the opposite. By making Draco a stronger company, Magaya actually makes their jobs more secure," said Capra.

### ACCOUNTING:

# 30%

time reduction for  
accounting processes



# DIMENSIONER BY MAGAYA



The Dimensioner by Magaya is a warehouse automation tool that weighs, measures, and photographs cargo from every side. Then, it automatically enters all information into the Magaya system, where it's attached to the corresponding transaction. Every dimension is exact and precise. Whether it's parcels, pallets, or cargo, Dimensioner automatically records all information quickly, efficiently, and accurately.



*"As a result of incorrect measurements, we often faced delays, missed flights and accumulated warehouse storage charges on our dime, while cargo was being rescheduled. However, thanks to Dimensioner, measurements are consistently accurate, and these needless charges no longer occur."*

- Leo Capra

## THE CHALLENGES

Prior to installing the Dimensioner by Magaya, Draco warehouse workers measured arriving cargo with a tape measure. An imprecise system at best, the worker wrote down the numbers and then entered them into a computer. This was a time-consuming and error-prone, manual process. Just one mistake – writing 400lbs instead of 500lbs, for example – could be costly.

## THE RESULTS

Draco installed the Dimensioner and was up and running within a week. The results were impressive! Dimensioner dramatically reduced the time needed to check in cargo, going from an average of 3 minutes per parcel to just 30 seconds. With a faster check-in process, staff was free to traffic a greater volume of cargo with efficiency, resulting in 80% reduction in time for cargo check-in.

Dimensioner's accuracy also eliminated customer disputes. As a result, warehouse workers no longer wasted time going back into the warehouse, locating cargo, reweighing, and then contacting the client. Dimensioner's trusted level of precision actually increased customer satisfaction while making expensive chargebacks, fines, and warehouse storage charges a thing of the past.

With the success of the first Dimensioner, Draco quickly added several more. The Miami warehouse now operates three Dimensioners - two for pallets and one for parcels. The newly opened Los Angeles warehouse has two Dimensioners and considers them to be an indispensable part of its business.



# FLOW WMS BY MAGAYA

***"The warehouse is the heartbeat of our company, and everything must be organized. Flow WMS has been a serious game-changer."***

*- Leo Capra*

Designed for iOS and Android, Flow WMS by Magaya is a hand-held mobile solution that dramatically increases warehouse efficiency. The solution integrates with the Magaya system and Dimensioner by Magaya, delivering real-time visibility, even in WiFi dead zones. The scanner captures photos, scans barcodes, and uploads the info into the Magaya system, all from the palm of your hand. With real-time visibility, managers know exactly where everything is located at all times.

## THE CHALLENGES

Warehouse organization is critical, and Capra knew that traditional tools weren't sufficient to accommodate Draco's expected growth. The process of manually entering a cargo's location was causing mistakes, confusion, and duplicated effort. "Lost" cargo meant that workers were often physically searching a 25,000-foot warehouse, climbing up racks, wasting valuable time and effort. A dysfunctional warehouse affected every area of the business, so when Flow WMS was introduced, Capra was eager to learn more.

## THE RESULTS

Flow WMS proved to be a game-changer for Draco, transforming the warehouse into a modern, efficient, and highly functional operation virtually overnight. "With Flow WMS, errors weren't just reduced; they were eliminated completely. The system is cost-effective, intuitive and our workers enjoy using it," says Capra. "Our industry depends on speed and the ability to maintain schedules, and Flow gives us complete control."



# MAGAYA CUSTOMS COMPLIANCE

Magaya Customs Compliance is the ACE-certified, ABI solution focused on customs compliance, security, and technology. The most intuitive and technologically advanced ABI software on the market, the portal offers faster, easier ACE filings, full CHB management, and real-time visibility into all transactions, duties, fees, and CBP response messages in a single window. It also provides operational control with built-in brokerage reports and an integrated billing module with a 3-step process for accurate invoicing.

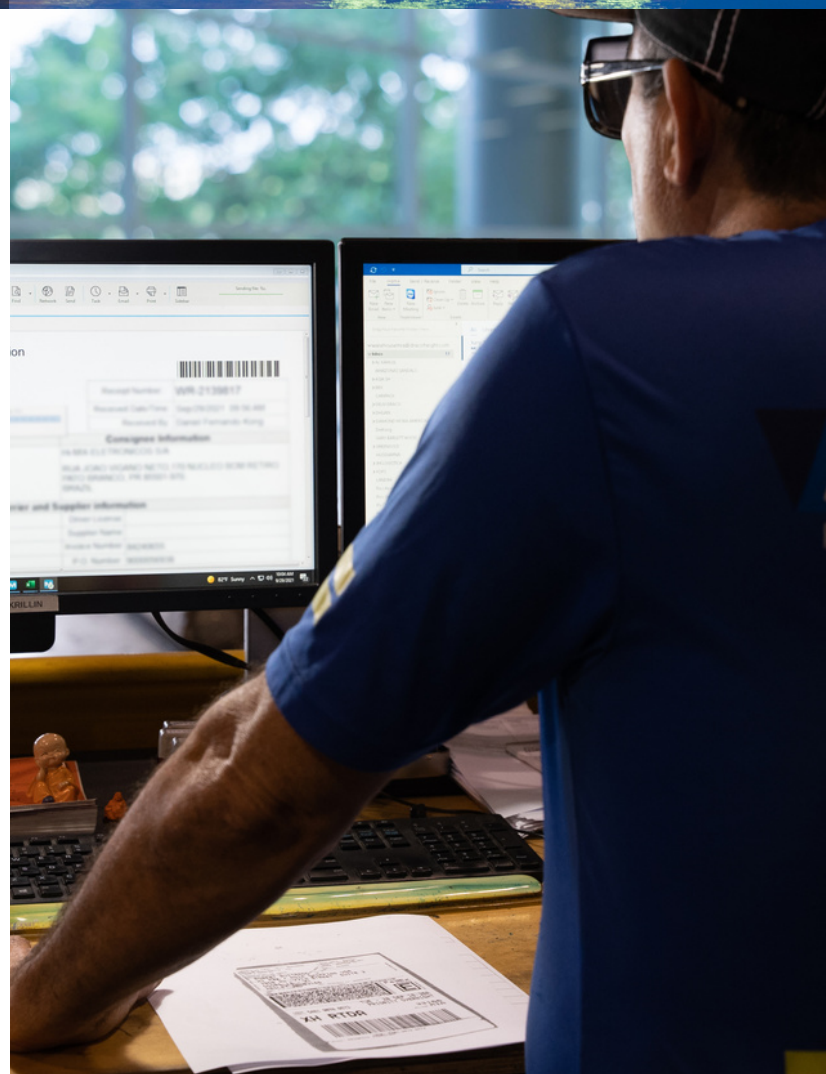
## THE CHALLENGES

Customs compliance is an area known for complex and constantly changing regulations. Staying current is a challenge and using outdated information can have serious consequences.

With the large amount of paperwork and filing required for customs, Draco's process was simply not keeping pace. The system required multiple steps and duplicate entries to finalize a single transaction. Things moved slowly, and the staff was often frustrated with their inability to track transactions and offer their customers visibility. If Magaya Customs Compliance could perform "as advertised," it would transform this area and give Draco a clear advantage in the marketplace.

## THE RESULTS

For Draco, Magaya Customs Compliance delivered exactly as promised! The features worked seamlessly, and the modern interface was streamlined and efficient. Draco was able to create templates and use them for shipments that were processed on an ongoing basis. By eliminating duplicate entries, errors were greatly reduced. Best of all, Magaya Customs Compliance slashed the amount of time spent per transaction by approximately 25%!





# MAGAYA RATE MANAGEMENT

*“Every product we add, such as Magaya Rate Management, makes us stronger, leaner, and more productive. With the interconnectivity of systems within the ecosystem, Magaya is becoming the logistics solution provider for our company.”*

- Leo Capra

## THE CHALLENGES

Before Magaya Rate Management, Draco was using multiple platforms to calculate a single quote. With the lack of integration, mistakes were common and Draco needed to reduce errors while maintaining speed-to-market. Finding a robust system that could facilitate and centralize the process was critical and the key to preserving the company's competitive edge.

## THE RESULTS

After installing Magaya Rate Management, Draco was able to access and compare rates, view schedules and free time data, apply margins and additional charges, and quickly generate winning quotes. By eliminating human error, Draco was able to leverage Magaya Rate Management to build fast, accurate quotes, blast out proposals, and achieve a higher level of bid success. Even quoting oversized cargo was no longer an issue.

“Magaya Rate Management has been a huge success for us. It gives customers access to rates, almost like buying an airline ticket online. This type of automation allows us to generate more quotes and most importantly, to **win** the business we're quoting,” said Capra.

Magaya Rate Management makes it easy to research and compare freight rates, manage margins, and build quotes, all from a single control tower.

Users can create new business opportunities by simply linking air, ocean, rail and road buy and sell rates together using drag and drop technology to create customized multi-modal quotes, complete with full visibility of quote performance and margins all from one place.

### ABOUT MAGAYA CORPORATION

Magaya develops the logistics automation platform that accelerates growth. Our flexible, interoperable, modular, cloud-based solutions are designed to optimize and digitize end-to-end logistics operations and customer experience. Whether used together as an integrated logistics software platform or independently, Magaya solutions enable businesses of all sizes to streamline complex and redundant processes, enhance the customer experience, optimize productivity, reduce costs, and grow revenue. At Magaya, we are passionately devoted to ensuring our customers' success through our innovative technology and comprehensive array of related professional services. We take great pride in our people, experts in the field of logistics automation, who are always willing to go the extra mile for our customers. There are no limits to your growth with Magaya. Visit [magaya.com](http://magaya.com) to learn more.