

Gautam Mandal

Independent Consultant

Digital transformation and project delivery

I help air cargo and logistics businesses plan change,
implement systems and build digital commerce services.

25+

YEARS OF INDUSTRY
EXPERIENCE

Airlines / GSAs and GSSAs / Cargo terminal operators
Logistics companies

Experience that connects business and technology

I bring cargo domain knowledge and practical project leadership to help business teams, technology teams and vendors make decisions and move the work forward.



WHO I WORK WITH

Airlines / GSAs and GSSAs / Cargo terminal operators
Logistics companies

Why hire an independent consultant

Experience at the point of need

Senior support for a system change, a business launch or a specific delivery challenge.

Focused project ownership

Clear deliverables, milestones and decision rights, with visible risks and dependencies.

Capacity for a defined period

Specialist support during a demanding phase while your team continues to run the business.

A practical handover

Knowledge transfer, documentation and process ownership built into the assignment.





PRIORITY SERVICE 01

Digital transformation strategy

Decide what needs to change, which investments deserve priority and how to turn that direction into a practical delivery plan.



Assess and map

Review current processes, systems and manual work. Use stakeholder workshops to define the future operating model.

Prioritise and plan

Assess value, effort, dependencies and risk. Agree workstreams, owners, milestones and decision points.

WHAT YOU RECEIVE

Current-state assessment / Future-state blueprint

Prioritised roadmap / Business case and KPI framework



PRIORITY SERVICE 02

System implementation and delivery oversight

Keep implementation organised, make issues visible early and prepare people for the change.

Project and vendor management

Project charter, scope baseline, RACI and integrated plan. Coordinate vendors, dependencies, milestones and steering committee decisions.

Agile delivery and change control

Manage the backlog, sprint planning, reviews and releases. Assess scope changes against cost, schedule, risk and benefits.

Change management and adoption

Stakeholder engagement, communication, training and process ownership. Support forwarders as they move to digital booking.

Risk and go live readiness

RAID log, mitigation owners and escalation. Coordinate migration, integration, cutover, rollback, hypercare and handover.

CLEAR GOVERNANCE / SHARED ACTIONS / ACCOUNTABLE DELIVERY

Digital commerce and technology selection

Cargo marketplaces and door to door businesses

Connect the business model, customer experience, technology and fulfilment partners. Define service propositions, partner responsibilities and the workflows needed to launch.

Sell

Quote and book

Collect

Pickup and first mile

Move

Terminal and line haul

Deliver

Last mile and POD

Customer visibility / Partner integration / Billing and settlement

RFP preparation and vendor selection support

My experience leading RFP response teams helps me prepare clearer requirements and support consistent vendor comparisons.

Requirements and evaluation

RFP scope and response format, demo scenarios, fit-gap assessment and evaluation scorecards.

Selection and mobilisation

Cost comparison, assumptions and exclusions review, and an agreed implementation scope.



Cargo platforms and digital distribution

Octoloop

Digital cargo distribution

Helped introduce a digital repository model connecting airlines directly with non-stock holding customers through airline offers, booking, payments and API integration.

Led product vision, the business model, route to market, airline acquisition and onboarding, including leadership as CEO.

Garuda Indonesia

Enterprise cargo implementation

Secured Cargo Flash's first large national airline contract and led the nGen implementation for Garuda Indonesia.

Coordinated business requirements, product delivery, integrations, stakeholder alignment and adoption across business and delivery teams.

OCTOLOOP LAUNCH MILESTONES

13

Qatar Airways stations onboarded in India

260+

Forwarders onboarded within eight months

WIDER PROJECT EXPERIENCE

Pelita Air / Philippine Airlines / Lion Air / Kenya Airways
TCI Express for door-to-door logistics / Nova Portugal

Experience gained through roles at the relevant organisations.



Industry experience supported by research

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Cargo operations
and sales

Cargo Flash
leadership

Octoloop
CEO

Kargo360
CCO

Qualifications and professional development

MBA in Information Technology; postgraduate diploma with an air cargo specialisation; IATA Advanced Cargo; PRINCE2 Practitioner; Scrum Master; Lean Six Sigma Green Belt.

PhD research scholar at Suresh Gyan Vihar University, focused on sustainable air cargo. Industry contributions include speaking, panels and knowledge sharing.

Research papers on SSRN

The New Playbook for Air Cargo Distribution

From Phone Calls to Platforms: How E-Booking is Reshaping Air Cargo

[Gautam Mandal](#) | [August 2025](#) | [Read on SSRN](#)

From Suez to Sky

Measuring the Ocean-Air Switch in 2024: capacity, pricing and early-warning triggers

[Gautam Mandal and Trilok Jain](#) | [August 2025](#) | [Read on SSRN](#)



Discuss your next project

A clear path from discovery to handover

Discover and agree / Shape and prioritise / Mobilise and deliver
Prepare and adopt / Review and hand over

Focused advisory

Assessment, roadmap or a project decision.

Project delivery

Implementation oversight, change and vendor support.

Retained advisory

Ongoing reviews and programme guidance.

ONSITE / REMOTE / HYBRID

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