

e-Cargoware Appoints Thomas Lone to Strengthen Cargo, Airline and AI Strategy

Appointment supports the company's continued investment in human-first AI across FR8Manage, FR8Booking, FR8Quote, FR8Automate and its wider air cargo technology portfolio.



Thomas Lone
Director – Cargo & Airline Solutions | AI

Dublin, Ireland — 15 July 2026 — e-Cargoware has appointed Thomas Lone as Director –Cargo & Airline Solutions | AI, as the company strengthens its airline and air cargo domain capability and accelerates the adoption of artificial intelligence across its products and internal operations.

Thomas brings extensive experience across airline cargo operations, software product management and business development. He most recently served as Cargo Manager at Widerøe and has also worked with e-Cargoware from the customer side, giving him a valuable understanding of both operational requirements and how cargo technology is used in practice.

In his new role, Thomas will work closely with e-Cargoware's Product, Development, LiveOps and Customer teams. His initial focus will include strengthening airline domain expertise, supporting product direction, improving the link between customer requirements and product delivery, and helping identify and implement practical AI use cases.

The appointment forms part of e-Cargoware's broader strategy to develop **human-first AI for air cargo** — using intelligent systems to support people, reduce repetitive work, improve operational visibility and enable faster, better-informed decisions.

FR8Manage

Core cloud-based cargo management platform for airlines, cargo handlers, GSAs and logistics operators.

FR8Booking

Digital cargo booking and customer self-service.

FR8Quote

Faster, more consistent cargo quotation processes.

FR8Automate

Automation and AI that interpret enquiries and convert them into quotations and bookings.

AI-enabled LiveOps

Unifying customer communications, operational issues and support for intelligent response.

Proactive Intelligence

Identifying risks, exceptions and required actions before they become issues.

The company is also applying AI internally to improve product development, customer engagement, requirement management, support analysis and management visibility.

“ Ramesh Darbha Said



“AI has the potential to significantly improve the way cargo operations are managed, but our approach is firmly human-first. We want to create intelligent systems that support people, remove unnecessary manual effort and help users make better decisions with greater speed and confidence.

Thomas brings an important combination of airline cargo experience, software product understanding and practical AI capability. Having also experienced e-Cargoware from the customer side, he will help ensure that our product development remains closely connected to real operational requirements.”

Ramesh Darbha — CEO and Co-founder, e-Cargoware



“I am pleased to be joining e-Cargoware at an important stage in its development. The opportunity to combine airline cargo expertise, product thinking and practical AI is particularly exciting.

I look forward to working with the team to develop solutions that address real operational challenges and create measurable value for e-Cargoware's customers and users.”

Thomas Lone — Director – Cargo & Airline Solutions | AI

Thomas's appointment supports e-Cargoware's wider ambition to build the next generation of intelligent cargo technology —software that not only records and manages operations, but increasingly assists the people responsible for running them.

POWERING THE PRODUCT PORTFOLIO

FR8 MANAGE

FR8 Booking

FR8 Quote

FR8 Automate

FR8 Copilot

FR8 DocAI

About e-Cargoware

e-Cargoware is a cloud-based air cargo technology company providing solutions for airlines, cargo handlers, GSAs and logistics operators. Its product portfolio includes FR8Manage, FR8Booking, FR8Quote and FR8Automate, together with solutions for cargo documentation, customer engagement, LiveOps and operational intelligence. e-Cargoware continues to invest in human-first AI capabilities designed to simplify cargo operations, improve visibility and help its customers operate more efficiently