

## Change to Logistics Service Provider

**When Willi Kleinwächter founded his company in 1962, he started with one dump trailer only – today his fleet has 120 vehicles. Thanks to its entrepreneur's vision, Kleinwächter GmbH & Co. KG has become a total solution provider of state-of-the-art logistics solutions and with mobile computing explores new business areas for the future.**

In the transportation and logistics industry, mobile solutions are more than appropriate. Kleinwächter recognised this early on and made use of mobile business processes. "Thus, we can satisfy requirement profiles that have not been considered so far"; explains Uwe Bender, Member of the Management Board at Kleinwächter.



*Kleinwächter fleet: Mobile business processes allow efficient resource utilisation.*

He quotes the example of the assumption of the entire in-house logistics for the supply and disposal of a power plant. It is not enough that a provider develops an appropriate concept; he must provide a powerful transportation control as well. "Meanwhile, many requests for proposal call for a telematics system", says Bender.

Therefore, Kleinwächter opted for the implementation of a state-of-the-art scheduling and transportation management solution with mobile devices. Finally, Devoteam won the mobile computing project. In a workshop, Kleinwächter's needs were analysed and a specification was created.

At the same time, the mobile devices for the trucks were selected. In the next phase, the applications were

put into service step-by-step: Import of the master data, resource planning, order placement, scheduling, telematics and feedback to the ERP system. With Devoteam's scheduling and transportation management solution, Kleinwächter can achieve considerable cost savings by means of a shorter and more precise invoicing (time-to-invoice).

Moreover, the customers are notified about their orders in a comprehensive and timely way and their processes are directly connected to the services of the transportation company. Thus, efficiency and transparency could be increased and quality could be enhanced.

### More Efficient Order Entry

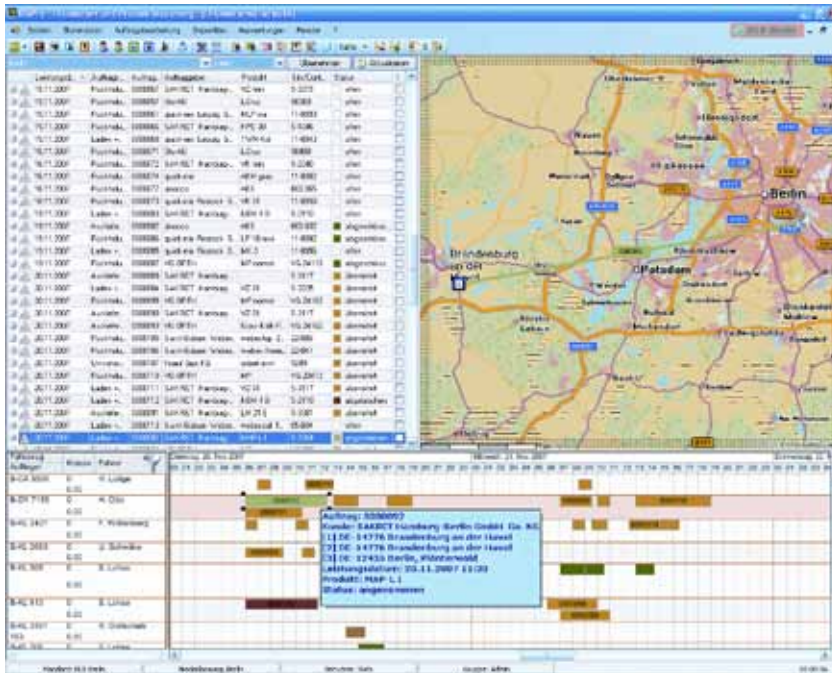
The core of the scheduling and transportation management solution is a rapid order entry, connected to the existing ERP software. In the order entry, Kleinwächter can flexibly select and manage products. In addition to the possibility of defining products based on a modular system, the solution also offers plausibility checks for scheduling and resource utilisation.

This allows for a more efficient order entry and a considerably higher quality of the order data that are transmitted by the sales department via GSM (Global System for Mobile Communications) and GPRS (General Packet Radio Service) transfer technologies to the truck drivers. Combined with the positioning of the respective truck via GPS (Global Positioning System), the response times can be reduced and the order management becomes completely transparent. The current order status is also available to customers.

Thus, they know the exact arrival time of a shipment and can remove obstacles that are preventing access to construction sites in good time. And the provision of mobile silos at the construction site can be managed more efficiently, because data on fill levels and on tank filling orders are available at any time. In the scheduling and transportation management solution, all business processes are fully automated: From order entry to scheduling to resource management.

It is possible to retrieve the order status as well as the respective delivery dates. Moreover, all transactions are checked for plausibility. Thanks to an escalation mechanism, critical transactions can be edited in a timely way. The evaluation of order management information allows optimisation potential in the transportation processes to be identified.

## Sales becomes Consulting



With Devoteam's state-of-the-art scheduling and transportation management solution, the current status of each order is traceable at any time.

"Our sales representatives become active customer consultants", explains Bender. "They can detect waiting times or identify detours." Through the automatic control, the completion of transport orders takes a back seat. Instead, the focus lies on advice for customers and the analysis of logistical chains in order to avoid supply shortfalls.

This results in a strong adherence to delivery dates and thus provides the customers with a better base for decision making. The costs for each order and each transport medium become transparent, which, via scheduling and final costing, benefits competitiveness. "We get a data platform for ourselves and our customers, which provides an exact base for decision making to us and our clients", adds Bender.

"The scheduling and transportation management solution does not only lead to more transparency and to a faster process handling, but finally allows an order processing that takes on a new dimension", says Bender. By assuming the complete logistics of its customers,

Kleinwächter generates additional revenue, while customer relationship is being intensified at the same time. Quite often, direct orders are placed, running over several years. This brings new development perspective to the company. Kleinwächter positions itself as a full-service provider of modern logistics services that in the past two years registered a revenue growth of 20 percent and doubled its truck fleet to 120 vehicles. "Without a powerful scheduling and transportation management solution, this would not have been possible. With mobile computing, we have paved the way for further growth and for a new alignment of the company", concludes Bender.

## About Devoteam

Devoteam is an award winning EMEA leader in Connecting Business & Technology, specializing in information system infrastructures and telecommunications. Headquartered in France with 5,000 employees in 25 countries across EMEA, it achieved a 2010 turnover of €0.5 billion. Combining consulting and technology solutions enables Devoteam to provide its customers with independent advice and effective solutions that meet their strategic objectives. Our Consulting services range from idea and high level business advice through choice of technology solutions to organisational IT centric transformation implementations and change in large & complex IT projects. Our Solutions teams have the skills, experience and methodologies to deliver large and complex IT implementations across a range of technologies. Our Expertise of IT specialists are available for hire on-demand, accessible through a consulting service, providing our clients with highly specialised subject matter experts both locally and across EMEA.