DB Schenker Improves Customer Service and Reduces Cost with Logistyx Shipping Software

DB Schenker stands apart from its competitors with its dense network of locations in the world's most important economic regions, in air and ocean transport, European land transport, contract logistics and supply chain management.

To connect people, goods, services and markets by land, rail, sea and air by providing quick and efficient logistics solutions. Most of the company's customers are top Fortune 500 companies who are sending high value goods all over the world.

CHALLENGE

DB Schenker's original system was both costly and inefficient. All shipment information had to be manually entered by a dedicated team. Monitoring daily shipments, checking lead times and statuses, pulling off PoDs from websites and retyping the information into a database in order to provide data to customers, were all manual processes which were time consuming and prone to errors. This heavily manual process resulted in a number of big challenges.

"With Logistyx we can share more information with our customers resulting in a dramatic reduction of customer calls. We now have far better insight into our transport expenses and have been able to offer our clients end to end visibility on their orders."

— Joost Verspaget, DB Schenker

DB SCHENKER WAS ALWAYS TOO LATE

It was 2 pm the next day by the time staff had entered all the tracking numbers in a customer service system. The customer would have already alerted DB Schenker that the delivery had not arrived.

Goal: Improve processes by changing the system from reactive to proactive and improve the customer experience.

INVOICING CLIENTS WAS A LONG AND TEDIOUS PROCESS

DB Schenker were having to wait up to 4 weeks for invoices from carriers e.g. TNT, UPS etc. to allow them to invoice their customers.

Goal: Produce invoices more quickly and improve cash flow

MANAGING CARRIER CHANGES WAS COSTLY AND TIME CONSUMING

Managing carrier routing and label integrations took up a lot of time and manpower. Testing labels and EDI messages when adding a new carrier could take up to 6 months. As a result, DB Schenker were restricted to using only carriers who they had implemented EDI links with and therefore, were not flexible in offering their clients the best solution.

Goal: Improve carrier integration, speed of implementation and reduce time and labour required to do so.

MANUAL CARRIER SELECTION RESULTED IN ERRORS AND DELAYS

Decisions on how parcels were shipped were made by people on the warehouse floor and were wide open to mistakes. The process was heavily labour intensive, staff were having to manually input thousands of shipments per day into each carrier's shipping application or website. There was always a delay in sending shipment information to the client.

Goal: Remove the need to manually manage each shipment to enable the company to focus on exception management, proactively informing clients and enhancing quality.

SOLUTION

- Logistyx enabled DB Schenker to offer their clients end-to-end supply chain visibility and multi-carrier management. DB Schenker actively uses this new USP when seeking out new business.

- Invoicing is now completed as the shipment leaves the warehouse, an improvement of four weeks, which has reduced manual labour and improved cashfow.

- DB Schenker can now integrate a new carrier within a week, a process that previously took up to six months.

RESULTS

- Customer satisfaction rates have increased from 60% to 80% since implementing Logistyx.

- DB Schenker has been able to relay cost improvements directly to their customers as a result of implementing pick-pack shipping.

- ETAs are now sent as shipments leave the warehouse - DB Schenker has full visibility on every shipment.

"The Logistyx transportation management system enables multi carrier management with functions such as carrier selection, track and trace and integration with carriers that allow us to improve efficiency and reduce our business costs together enabling us to improve our business offering, giving our clients end to end visibility, and guaranteeing our place as one of the top logistics providers in the world."

— **Niels Troost, DB Schenker**

ABOUT LOGISTYX TECHNOLOGIES

Logistyx Technologies offers flexible multi-carrier shipping software solutions that help companies reduce order-to-delivery costs while boosting efficiency and choice. For more information, visit www.logistyx.com.

Contact Logistyx to streamline your shipping operations.

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