

Case Study



SCHENKER



**Logistyx**   
TECHNOLOGIES

**GSA | XE**  
GLOBAL SHIPPING  
APPLICATION

**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.**

## PROFILE

**LARGEST PRESENCE IN NETHERLANDS:  
2,200 - 2,800 EMPLOYEES  
WORK DAILY**

**2,000  
LOCATIONS IN  
165 COUNTRIES**

**OVER 100,000  
GLOBAL  
EMPLOYEES**

**TOP 3 GLOBAL  
LOGISTICS  
PROVIDER**

## THEIR MISSION

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.

## THE BUSINESS 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.



### **DB SCHENKER WAS ALWAYS TOO LATE /**

It was 2pm 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.





## THE SOLUTION GSA | XE

- > GSA 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 4 weeks, which has reduced manual labour and improved cashflow.
- > DB Schenker can now integrate a new carrier within a week, a process that previously took up to 6 months.

## THE RESULTS

- > Customer satisfaction rates have increased from 60% to 80% since implementing GSA.
- > 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 have full visibility on every shipment.

“

GSA is a transportation management system that 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**

“

With GSA 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**



## Why Logistyx Technologies?

Logistyx is a leading supplier of transportation management software, providing business-critical multi-carrier shipping solutions for corporate clients throughout the world. Our unique world-ready software platform delivers increased operational efficiency and improved supply chain visibility, optimizing warehouse processes and integrating carrier information throughout the enterprise.

For corporate clients we offer both on-premise and cloud-based software as a service solutions with full customization and installation. Sales, support and technical services are offered from offices in Asia Pacific, Europe and N. America.

[www.logistyx.com](http://www.logistyx.com)