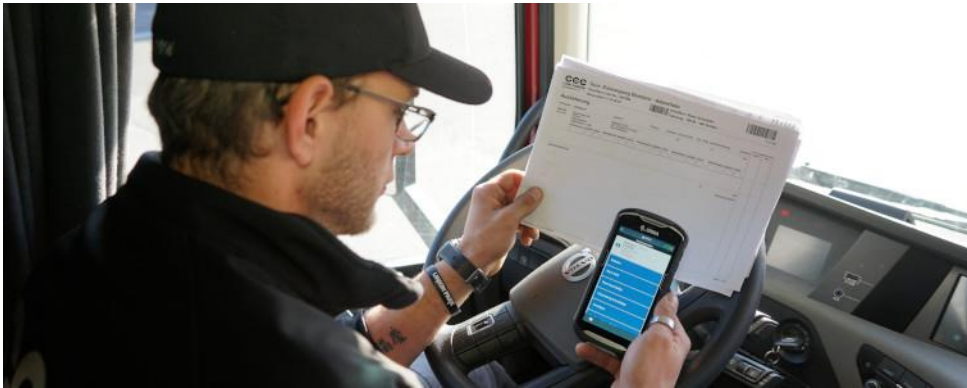


## Own processes for each customer



**The Swiss Christian Cavegn AG guides its 320 drivers through the transportation process with the help of TISLOG and has a special focus on container management and customer-specific processes.**

Euro pallets, Düsseldorfer, trolleys, fish boxes and much more: At the seven nationwide locations of the Swiss logistics service provider Christian Cavegn AG, more than 50 customer-specific types of packaging are in circulation for around 300 customers and around 4,000 recipient addresses. 100,000 of these load carriers and containers are moved every day and must be documented at the recipient and ideally exchanged directly.

### Five-digit claims

"Package management is a crucial issue in general cargo traffic, which has a significant impact on our costs," emphasizes Robert Moze, who works as a project manager at Christian Cavegn AG. Differences in account assignment, a lack of communication between the driver and the dispatch manager or carelessness when taking back the goods quickly lead to claims in the five-figure range.

In 2018, he therefore introduced the easily configurable telematics system TISLOG together with the Swiss system house Querformat and the German TIS GmbH, which, among other things, should also be used to optimize the handling of the load carriers. This replaced an iPhone-based solution that was only three years old, but which was not made for the tough logistics environment with many temperature differences.

### Extensively integrated

While Querformat AG has been working as an IT service provider for Christian Cavegn AG for 25 years, the cooperation with TIS is much younger. "We got to know TIS two years ago when we introduced TISLOG at our subsidiary Cargo Grischa," says Moze. In the course of this, the interface to the qLine transport management system used throughout the group was set up. qLine is a development of Querformat and is aimed at small and medium-sized companies in various industries. Due to the extensive integration of TISLOG in qLine, the dispatchers can work with their usual monitor views without having to leave qLine. All order and tour data for the approximately 3,000 daily shipments are transferred to the TISLOG server at the push of a button and from there to the mobile computers. Christian Cavegn invested in the Zebra TC56 with an integrated scanner for his 320 drivers and in the vehicle cradles developed by TIS.

### Easy to use

The devices have the TISLOG app, which guides each driver step by step through the transport process. "What we liked about the software right from the start was the self-explanatory structure, which the drivers can learn quickly," says Moze. In addition, TISLOG is very easy to configure and can be "quickly adapted to individual requirements by ticking and unchecking". The drivers report the shipment status, the loading and unloading times or the damage reports with photos to

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qLine digitally. The same applies to the recipients' signatures on the display. Shortly thereafter, the data is available in qLine and can be forwarded to the customer. "We have to prove to our customers promptly that the goods have been delivered," reports Moze.

Due to the experiences at Cargo Grischa, the order management at Christian Cavegn could be introduced very quickly. "Just ten weeks passed between kick-off and go-live on October 1, 2018, which is a remarkable achievement regarding the seven branches involved with a total of 320 drivers," says Matthias Cahenzli, Managing Director and co-owner of Querformat AG. Not only the mobile computers equipped with the TISLOG app but also the training documents in German, French and Italian had to be made available within the specified time.

**Custom Rules**

The even greater challenge here, however, was the customer-specific processing of the order and container management. "We wanted a solution that shows the driver only the relevant containers and work steps, depending on the delivery point and customer," explains Moze, who wanted to ensure the best possible overview on the displays of the mobile computers. His drivers transport up to 400 containers per delivery, which represent a considerable value even without goods.

Up to 20 receivers with different requirements have to be addressed on each tour. For some, a simple delivery scan is enough and for others, for example, the empty containers have to be exchanged immediately. Each rule can be shown customer-specifically in TISLOG so that the drivers are guided safely and error-free through the process. "To achieve this goal, TIS programmed us some special solutions, which worked very well," confirms Moze and adds: "The cooperation is very pleasant, especially as I can simply formulate my wishes by e-mail, which TIS then automatically implements in solutions."

**Pragmatic interim solution**

Moze had to come back to this flexibility in September 2019. At that time, Christian Cavegn AG had taken over another transport company that had to be integrated into the digital processes of the logistics service provider as quickly as possible. The 25 drivers affected were used to receiving their orders by e-mail. As a pragmatic interim solution, TIS implemented a new function for TISLOG in order to also be able to call up e-mails with the TC56. "Solutions like this can only be implemented with a medium-sized telematics provider who, despite standardized processes, still has its own developer capacities," says Moze.

Conclusion: The cooperation with TIS will probably continue for many years to come.

**Background to Christian Cavegn AG:**

Christian Cavegn AG is a Swiss logistics service provider specialized in groupage and temperature-controlled transport in the food sector. The fourth-generation owner-managed family business has storage capacity for around 200,000 pallet spaces and a fleet of 270 articulated lorries, motor vehicles and vans. Around 420 employees handle more than one million transport orders per year and move over 250,000 tons.

Founded in 1916, the forwarding company is now one of the leading food logistics companies in Switzerland. In addition to the headquarters in Landquart, Christian Cavegn AG operates handling and distribution warehouses in Basel, Bussigny, Cadenazzo, Gossau, Kloten, Möhlin, Schaffisheim and Sion. Christian Cavegn is active in the non-food sector through the subsidiary Cargo Grischa AG. Frigotransport AG and Transports Cavegn SA also belong to the group of companies.

Further information at [www.chr-cavegn.ch](http://www.chr-cavegn.ch)

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