Gebrüder Weiss

Service excellence for customers

Contracts of this magnitude are only very rarely awarded in the transport sector: The international transport and logistics company Gebrüder Weiss has more than 1,500 mobile data terminals from the TIS GmbH in use for their own fleet and for vehicles of subcontractors.

The devices are used daily to handle up to 20,000 jobs - deliveries and collections - almost paperless. "Many drivers feel like working with the mobile computers enhances the value of their workplace," says Thomas Keller of Gebrüder Weiss, who oversees the application.

The terminals are based on the model MC65 from Motorola and feature Wi-Fi, radio (GPRS modem with SIM card) and a GPS module (localization).

PROOF OF DELIVERY AFTER 5 MINUTES

PSV3 accelerates and optimizes the data exchange between truck and control center. The data are transmitted via GPRS, which means "between sending and receiving in the vehicle no more than 10 seconds pass by," says Keller. All data is passed over the highly available, double lined PSV3 server that also stores all relevant information and provides it for subsequent evaluation.
"Taking the signature of the recipient on the display of the data terminal and providing the proof of delivery for our customers generally takes less than 5 minutes" the project manager states enthusiastically.

The fast service is widely used. After all, Gebrüder Weiss offers premium services with guaranteed delivery times and money-back guarantee. "Only five minutes can decide about the satisfaction of the customer," says Keller.
If a product is damaged, the integrated photo function is used and immediately sends the damage picture directly to the dispatchers and the optical archive.

A SUMMARY

"We have decided for PSV3 because TIS operates at the cutting edge and puts great importance into the development of the system. It was also the product with the best price/ performance ratio. Besides that we also already had very good experience with TIS and their formerly distributed product "Psion Workabout" (the scanner with laser pen)." says Roland Werenka, Head of IT Services Overland Transport and authorized representative at Gebrüder Weiss.

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TRACKING IN REAL TIME

„2012 Gebrüder Weiss started with TIS InfoDesk, which shows the location of each truck to the dispatchers in real time directly on a map, including the current status of order processing," says Telematics project manager Christian Liedauer.

„Our dispatchers can save time-consuming and tedious phone calls to determine the current location of a vehicle and can thus distribute pick-up orders more efficiently to the vehicles nearest to the customer". Also questions about the expected arrival of the truck at the customer's site or expected completion of the delivery route can be answered relatively easy by use of the tour overview." says Liedauer.

ORDER MANAGEMENT FOR SUBCONTRACTORS

Orders awarded by Gebrüder Weiss to subcontractors, can easily be scheduled and assigned by the freight carriers themselves to the desired vehicles via web portal. The pick-up and delivery orders are then distributed to the correct scanner and handled paperless by the driver. Through this solution, the freighter has a simple way to manage orders and vehicles and Gebrüder Weiss benefit from the continuous status tracking. "Proofs of delivery are also available promptly and in digital form" Christian Liedauer informs.

FLEXIBLE SCHEDULING

Per day at Gebrüder Weiss approximately 15,000 to 20,000 jobs run over the PSV3 system. "For this the PSV3 system has been specially adapted to the high safety and performance requirements of Gebrüder Weiss," reports TIS project manager Markus Vinke.

Gebrüder Weiss

In "international traffic" Gebrüder Weiss has been working with PSV3 and together with TIS GmbH for over 15 years.

Overall defined by the requirements PSV3 is now "more flexible than ever" and "a freely scalable and highly available system through intelligent mechanisms for load balancing."
The integration of collections into the process also relieves the drivers. This mainly concerns the rapid and error-free transmission of the orders. Thus linguistic misunderstandings are avoided, resulting in improved quality.
"The communication between driver and dispatcher is simple, clear and efficient," says Keller. In addition, the pick-up system delivers the exact date of acquisition and facilitates the loading device management.

RAPID REPAIRS

In "international traffic" Gebrüder Weiss has been working with PSV3 and together with TIS GmbH for over 15 years. The previous system had transmitted the order data by SMS to the now obsolete terminals, but already catered for a largely paperless processing. "On the occasion of the renewal of the system in 2007, we have of course taken other vendors into consideration," says Keller. But ultimately, the company has again clearly opted for TIS. "The price-performance ratio was reasonable and we do not replace proven, reliable partners," says the project manager.

The rapid repair service of Motorola is an important component. In the harsh everyday life of the driver, every now and then damages happen to the rugged devices. "The terminals are very stable and withstand falls from great heights. "But after the 15th impact usually the time for repairs has come," says Keller.

BACKGROUND GEBRÜDER WEISS

Transport and Logistics

The history of the family company Gebrüder Weiss in transportation dates back more than 500 years. With approximately 6,000 employees, 150 company-owned locations and interim annual net sales of 1.2 billion euros (2013) Gebrüder Weiss is one of the leading transportation and logistics companies in Europe.
Summarized under the umbrella of Gebrüder Weiss Holding AG, based in Lauterach, Vorarlberg, in addition to the core business of overland transport, air & sea freight and logistics the company also provides a powerful set of special solutions and subsidiaries.

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Therefore, the individual branches in the twelve countries concerned have a reserve stock of spare devices. Nevertheless, the defective terminals must be restored as quickly as possible in order to be able to equip all drivers at any time. "Without the rapid repair service of Motorola, we would have to increase our reserve pool," says Keller.

Overall, he expects the data terminals to have a life span of three to four years.

"The amortization period should not be elected longer" the experienced IT professional recommends. At least this is true when the devices are used as intensely as at Gebrüder Weiss.

BACKGROUND TIS GMBH

The TIS GmbH, based in Bocholt, focuses on solutions for mobile order management and currently employs a staff of around 40 people. TIS stands for "Technische Informationssysteme" (Technical Information Systems) and was founded 28 years ago by Josef Bielefeld. Based on industry PDAs with Windows CE operating systems, TIS has developed various solutions for transport and logistics (PSV3-TL) under the brand PSV3 with a focus on groupage freight and full truckload transportation.

PSV3 is a telematics and tracing system for mobile order, vehicle and driver data management in full truckload and part-load traffic. PSV3 accelerates and optimizes the data exchange between the truck and head office. Besides that PSV3-TL is also available in special versions for gas and fluid transports (PSV3-GFL) and waste logistics (PSV3-ESL). All maintenance and repair works are performed in the in-house TIS repair center in Bocholt. As a special service the company offers 48- or even 24-hour service.

For more information visit www.tis-gmbh.com