Zufall logistics group

Parallel to the future

Mobile order management: The logistics service provider Zufall is gradually equipping its roughly 300 drivers in local traffic with an Android app from TIS and the industrial-grade mobile computer ScanPal EDA50 from Honeywell, thus replacing a Windows solution.

Stopping is not an option for Adrian Kehr. The in-house consultant of the Zufall logistics group intends to continuously develop the information technology used in the company. This is especially true for the transport management system (TMS) and the connected telematics solution. While switching providers is planned over the next few years regarding the TMS, the company will remain loyal in the long term to its telematics provider.

A LEAP FORWARD

As far back as 2001, Zufall decided for TIS GmbH from Bocholt and influenced and enriched the solutions for mobile order management developed there with their own ideas. "At TIS, our wishes are always met with great openness and TIS seeks solutions together with us," emphasizes Kehr, who likes to think outside the box and regularly informs himself about new developments at the RWTH Aachen University. At the beginning of 2016 it was clear to him that the technology used at Zufall had to make a "significant leap forward" again. The previously used solution "PSV3" by TIS was to be replaced with the modern successor "TISLOG mobile Enterprise". While PSV3 was designed for mobile devices with the Windows Embedded 6.5 operating system, TISLOG works independently of hardware on all mobile devices with Android and HTML5 browsers.

NEW AND OLD WORLD

"One of the project requirements was that the new and old world could run in parallel operation," explains Kehr.
After all, around 300 local traffic drivers are using mobile data terminals that are randomly exchanged at different times as part of fixed scheduled depreciation
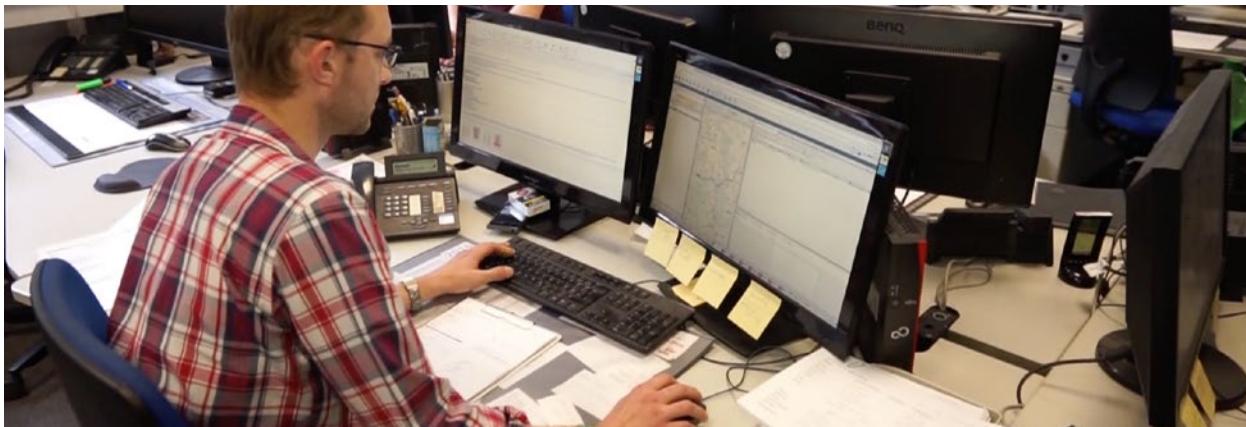

cycles.
Thus, in the first step after the transition in the spring of 2017, "only" 120 devices with the Android app have been purchased from TIS.
Parallel operation is ensured by the server services offered in the TIS computing center, grouped under the

Zufall logistics group

name TISLOG Office. TISLOG Office acts as an online interface for the telematics data from the mobile devices. In an online portal, the data can be processed directly or automatically transferred from there to the freight forwarding software used at Zufall. "With TISLOG Office, we can manage all 300 end devices centrally, which has significantly improved security and ease of maintenance," notes Kehr.

SENDING IN NATIVE LANGUAGE

The new server concept also makes it very easy to decide on individual services from TIS and to put together an individual complete solution. At Zufall, for example, an automatic translation tool is active, with which the messages sent by the dispatching arrive in the native language of the respective driver. The choices include Polish, Russian, Turkish and Bulgarian.

"The translation tool has made it much easier to communicate with drivers, most of them hauliers," says Kehr. At many of the nine sites, the multitude of nationalities used to cause misunderstandings in the past. "Now every driver is automatically notified in their own language without our dispatchers having to think about it". For this, the national language of the assigned driver was stored in TISLOG Office for each terminal.

HONEYWELL AS FAVORITE

This feature was essentially exciting the truckers about the new solution. In addition, they were involved in the process of selecting the new devices right from the start. A small group of drivers were able to test three hardware models under field conditions at weekly intervals.

The ScanPal EDA50 from Honeywell with integrated scanner emerged as the clear favorite. The compact device fits in any pocket, and the large 5-inch touchscreen with Corning Gorilla glass is easy to read in outdoor and indoor environments, even in difficult lighting conditions. In addition, the screen can be operated even with wet hands. "In the beginning we were very curious how the drivers would manage to operate a mobile data terminal without keys," recalls Kehr, who also gave the drivers a model with Windows and a classic keyboard to choose from.

Meanwhile, the rugged mobile computers have proven themselves for around 15 months in everyday work life. "So far, we have had only positive experiences with the EDA50 in terms of reliability and usability," confirms Kehr. Each EDA50 has an Android app developed by TIS, which leads through the entire workflow of general cargo traffic up to PTV's integrated truck navigation system.

At each stop, the driver enters the current status, which is transmitted to TISLOG Office together with the position data. The process starts with the morning loading and scanning of the packages, with the associated rolling card

Zufall logistics group

being automatically generated and then printed by the driver to one of the local printers. In this way, the dispatch processing works without further action of the dispatchers and the waiting times at the counter belong to the past.

ALERTED IN TIME

If a driver reports technical issues, the Zufall Support or TIS Support can remotely "dial in" to the affected device at any time. For this TIS offers a Mobile Device Management, which is also provided via TISLOG Office. As an additional process improvement, Kehr mentions the alarm board integrated in TISLOG Office, which draws attention to the scheduling of impending deadlines for pick-ups or deliveries. "With the amount of drivers and orders, our dispatching teams are not able to keep track of every appointment," explains Kehr. The alarm board therefore compares the current status messages of the current tours with the planning data. Should there be any delays, the responsible dispatcher will be informed 30 minutes before the expiration of the pick-up or delivery time, which will then inform the customer in time. In the future, the dispatchers will be informed via TISLOG about the estimated time of arrival (ETA).

BACKGROUND

Zufall logistics group

The Zufall logistics group is a versatile logistics service provider based in Göttingen, operating in the three business areas of transport logistics, contract logistics and branch logistics. The company has nine locations that handle more than 4.6 million shipments each year. In Germany and Europe, Zufall is a partner of the transport networks System Alliance, System Alliance Europe, SystemPlus and Night Star Express. On about 350,000 square meters of logistics space, the Zufall logistics group also offers solutions for contract logistics including warehousing, pre-assembly, packaging and logistics planning.

The group includes the companies Friedrich Zufall GmbH & Co. KG Internationale Spedition, die Axthelm + Zufall GmbH & Co. KG Internationale Spedition, die Logistec Logistik, Management & Consulting GmbH and the Team Trans Logistics GmbH. In addition, Zufall logistics group holds a majority interest in Team Trans Hamburg GmbH, Transland Spedition GmbH and Distribo GmbH.

The history of the company founded in Kassel goes back to the year 1928. Today, the group employs about 2,100 people, of whom 177 are in training. The employees generate an annual turnover of more than EUR 300 million. Further information at www.zufall.de.

Conclusion: Since the system change in the spring of 2017, the processes in local traffic have improved significantly at Zufall. In the current year, the owner-managed company will replace another 50 of the old devices with the new Honeywell ScanPal EDA50. In 2019, the entire public transport fleet is planned to be switched to Android. For Adrian Kehr this is just another milestone on the way to further optimization.