

Oetjen Logistik GmbH

Twice as safe

For seamless order management the Deußen Logistics GmbH relies on the telematics solution PSV3 from TIS. Despite scanner and radio communication, the telephone still plays a major role.



Discreet, anonymous, paperless and almost invisible: At Deußen Logistik GmbH these features build the core of their business strategy. No wonder, hardly anyone knows about the freight forwarding company based in Cologne, although around 200 to 250 vehicles are on their way every day for the family business. Also there are eleven regional and distribution centers nationwide as well as four partner sites. The family business founded in 1990 wins new customers exclusively on recommendation. They come from the fields of domestic and sanitary engineering, food retail and electrical engineering. References include, among others, the Bosch Thermotechnik GmbH - here especially the brand Buderus - as well as the company Hagemeyer. For the rest, the company Deußen keep a low profile when it comes to mentioning of names.

TRACING OF PACKAGE LEVEL

The same applies to the Transport Management System used by the company Deußen. With a specially programmed forwarding software the approximately 180 daily distribution routes with more than 2,600 stops are planned and monitored. It corresponds to six different scanner systems, which register about 40,000 packages individually per day and - depending on the customer's wish - are consistently traced.

"Our information technology adapts to the needs and processes of our customers, who who specify and provide the scanner from case to case," says Sven Marinasse, who is responsible for controlling.

Oetjen Logistik GmbH

Quality management through photo documentation

The Oetjen Logistik GmbH in Rotenburg (Wümme) processes approximately 2000 deliveries per day. The company's fleet consists of 150 vehicles, including 40 tractor-trailers. For topnotch order management in national and Europe-wide delivery traffic the Oetjen Logistik GmbH uses the mobile telematics solution PSV3 from TIS.



A key factor in decision for the telematics solution PSV3 of the TIS GmbH of was the desire for a telematics system that supports the optimization of logistic processes.

TMS software and mobile devices should work seamlessly together and without system crashes, clear and easy all mobile activities should be displayed on a single interface. Another requirement was the integration of the workflow in the turnover process and on the ramp.

The price-performance ratio should be reasonable as well as availability and quality of the customer service.

Telematics solutions of the various vehicle manufacturers were discarded after these considerations. With PSV3 Oetjen now enjoys overview over the entire supply chain.

Shipments to and from all over Europe are distributed, which are delivered by other carriers.

On the one hand, the transport provider uses the mobile order management software to document the proper delivery of shipments by scanning at the customer's site.

However, it occasionally happens that shipments, incoming for distribution at Oetjen, are already damaged, incomplete or otherwise flawed.

Oetjen Logistik GmbH

At this point a complete documentation is vital for Oetjen in order to protect the company against compensation claims. Therefore Oetjen already scans incoming goods during unloading of the delivery vehicles. Any damages are documented by a photograph that is taken with the mobile data terminal and linked as a PDF directly to the shipment data. The delivering forwarder receives an immediate notification of the claim including the photo.

In terms of hardware, Oetjen has decided for the highly rugged Motorola MC65 mobile data terminals, equipped by TIS with a specially developed Cradle (car holder) and comprehensive service for free repairs within a period of five years. Thus unexpected costs are excluded.

Meanwhile Oetjen also equips the long-distance transport vehicles with PSV3 and an additional "TIS Truckbox2". This now allows to collect consumption data and reliably monitor the driving time of the driver.



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

BACKGROUND OETJEN LOGISTIK GMBH

The Oetjen Logistik GmbH in Rotenburg (Wümme) has specialized in large area logistics and general cargo and today look back on 60 years of company history.

Many units of the modern and environmentally friendly fleet are equipped with temperature-controlled special containers for the transport of temperature-sensitive chocolate covered brand products and plants.

Nationwide Oetjen Logistik maintain 25 branches of direct & encounter traffic in all metropolitan & economic regions. The transportation service provider is also acting across Europe, mainly in Switzerland, Austria, Italy, the Netherlands and Poland. In addition Oetjen is the logistics partner for Northern Germany in the Cooperations 24plus and DIALOG.

More information at www.oetjen.de