

CASE STUDY



TRANSPARENCY UP TO THE LAST MILE WITH "TRUCK 2.0"

With TRANSPOREON and its new MOM app, the mapping of logistic processes even includes the lorry

STARTING SITUATION & CHALLENGES

- A lack of **transparency**, information, and monitoring possibilities during delivery.
- Transport Visibility has been possible until now – **not as real-time data**, however, but rather with a time delay since no direct connection existed between the driver and platform. In addition, the **status messages had to be sent manually** and post-processed.
- Until recently, the driver presented the **delivery documents** for signing **in paper form** at delivery. Knauf did not receive the signed paper receipt until days later, at which point they can be scanned and entered into the system.
- Great manual effort on all sides - from the driver and carrier to the shipper - costs time and money.



For this reason, we decided on TRANSPOREON and the MOM app: It is good to know exactly what was wrong in hindsight. But I'm much more interesting in knowing what is happening at the moment. We want transparent transport, Truck 2.0 as it were. I want to know at every point in time where my goods are and whether they will arrive punctually.

Kurt Münk, Head of Freight Management

Knauf Gips

Knauf Gips is **one of the leading manufacturers of building materials in Europe**, operating worldwide. Its product portfolio includes dry construction systems for interior finishing, plastering systems, and insulating materials.

Key logistics figures

Logistics is an important factor for success for Knauf. This becomes obvious in the key figures: in Germany alone, **700 transports a day** are settled on average. This corresponds to 1,500 deliveries or **17,000 tons of goods**. About 70 per cent of the order items are already loaded on the date the order was received and delivered just in time to construction sites by the company's own fleet and about **200 carriers**. In total, Knauf has access to **about 6,000 vehicles** within Germany.

THE TRANSPOREON SOLUTION

Knauf has already been using Transporeon solutions ("order placement," "time slot management," "shipment tracking," and others) along its entire delivery chain since 2000. Since 2013, Knauf has also been working with **Mobile Order Management (MOM)**.

With the MOM app, which can be installed on any commercial smartphone or tablet PC, Transporeon also involves the driver in the digital logistic processes. Where hard-copy freight documentation was once common, **freight orders and delivery documents** are now available **in digital form**. The driver can be navigated to the delivery address, document possible transport damage with the device-internal camera, and have the receipt of goods acknowledged by signature on the smartphone or tablet. The **current location** of the lorry can be displayed **at the press of a button**, while waiting periods, photo documentation, and electronic receipts are mapped in the company's own system in real time. This app is sent to the driver as a link by text message and can be downloaded into any commercial device with an Android operating system. Knauf selected the Samsung Galaxy Tab 7, which is also protected by an OtterBox sleeve and which can be permanently attached to a mount in the lorry.

THE RESULT

- ✓ **Always knowing where the lorry is:** The location of the lorry in which the Knauf order is underway can be called by GPS at any time – even by the shipper's dispatchers.
- ✓ **ETA calculation:** An alert function informs all participants when a lorry is running late. This function lets Knauf provide **improved customer service**: Late deliveries can be communicated to the customer as soon as they are reported.
- ✓ Possibilities of **photo documentation** (e.g., in regard to the situation at the place of delivery or in case of damage, whether to the goods themselves or to buildings).
- ✓ The real-time information provided by MOM can not only be evaluated in logistics, but also use it for **quality management**. As soon as damage is documented or a suspicious receipt is received, complaint management is informed automatically and can become active immediately.



*Traffic jams **naturally** still occur with MOM. But we can be active in a timely manner before arrival and inform our customers as soon as a delay has been reported. This service goes down very well with the customers.*

Kurt Münk, Head of Freight Management



***We are proud of this achievement:** "Using the MOM Android app, we can now integrate the lorry drivers. This is the first such integrated, cross-fleet system of its type on the market."*

Interested? I'm looking forward to your call!

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