



Integrated Software Solutions
for Logistics and Freight

GEODIS Vitesse **CASE Study**

A spokesman talks about DCSi.Logistics that is the "Integrated system backbone and heart of supply chain management" for Geodis Logistics Vitesse.

Since the acquisition by the French Geodis Group in June 1999, the growth of Vitesse as a one stop Logistics Service Provider has been accelerating.

Case Study

"Geodis had a clear requirement for a partner in the Benelux Countries, UK, and Ireland". "Specifically the number of our US customers asking to entirely outsource their European logistics services has increased. In this market driven process the ICT strategy of GLV is constantly adjusted and extended".

"Five years ago our role as Logistics Service Provider mainly existed in being a wholesale trader. Now you will see this has very much shifted towards being a partner for our customers". In his opinion, an integrated ICT solution has made a large contribution to this. "In 1998 we recognised that our existing system not only had a millennium problem, but it also could not deal with the growth we were experiencing. That was the moment we started our investigation into an integrated replacement system."

Decentralised

Up to 3 years ago Vitesse consisted of one holding company with 12 business units. "All business units were already working with the same financial package, but on an operational level everyone had their own solution." These were developed by Vitesse in-house. "This concerned operational adjustments to the financial package, which is originally from Belgium.". Each business unit had its own AS/400, which was connected to the central Rotterdam mainframe for the purpose of exchanging financial information. Next to this, our warehouse activities were supported by WMS package MARC, that was interfaced to SAP.

"As SAP was quite appealing to us we started looking at the possibilities of implementing this

Fast implementation

In 1999 GLV purchased the whole DCSi.Logistics package - land freight, sea freight and air freight forwarding, warehouse management, transport management, documentation, duty management, EDI and tracking & tracing. The existing financial package (Finpack) and MARC/SAP have remained in use. With these and other customer systems interfaces have been developed with DCSi.Logistics.

"As the millennium was imminent, the whole DCSi.Logistics package was implemented 'Off the Shelf' at 7 business units between August 1999 and 1 January 2000. There was no time left for company specific adjustments, this did result in a few minor problems - for order entry more screens had to be filled than before." During 2000 we fine-tuned the system and by the summer virtually everything ran as intended."

The most important advantage of DCSi.Logistics, in which GLV invested over a million Euros, is the total integration of the information. "When a customer has an export shipment from a factory in China, to be imported via our Dutch warehouses, with destination of München, the office that receives the order enters the shipment once into the system. The file is subsequently transferred automatically from office to office, depending on the status of the shipment."

1 of 3



system throughout our organisation.”. “Unfortunately the SAP logistics system was still insufficiently developed in 1998.” After SAP Vitesse also looked into several other systems, amongst which were LIMS (now DCSi.Logistics) and Chainware. “I already had some experience with LIMS from my former job at Currie European and as this package was specifically developed for AS/400 the choice was relatively easy to choose a proven central standard solution for Operations.”

Case Study

One Supplier

“Important to us is that Webtr@ck is a DCS product, making it possible to have the information from DCSi.Logistics. directly available”.

GLV preferably is now involved with as few ICT suppliers as possible. “We outsource as much as possible, preferably to the same supplier, making it possible for new applications to be fully integrated into the existing suite.” GLV has totally stopped any investment in-house developments, as Vitesse did in the past. “Today, it is impossible to get and keep the right people for that.”. “As soon as you have trained and educated them

investment in-house developments, as Vitesse did in the past. “Today, it is impossible to get and keep the right people for that.”. “As soon as you have trained and educated them they were headhunted by other logistics companies.”

GLV also involves DCS in other business optimisation projects. “Our customers are not only demanding information, they also require their business to be optimised.”

In this context GLV is also looking for an efficiency increase in transport planning, that is supported DCSi.Logistics. “We have asked DCS to find out how further optimisation can be configured to our system”.

Performance reporting

The management information possibilities of DCSi.Logistics have also assisted GLV.

“Customers are asking more and more: performance levels, reporting, tracking & tracing, cost reduction. DCSi.Logistics acknowledges and facilitates this.” For example - with the new WebTr@ck module. “The advantage of WebTr@ck is that it covers more than just web-enabled shipments status reporting. It also contains Event Management, a messaging tool, and possibilities for web based order entry, e-fulfilment and invoice inquiry using our website.

Event management and customer reporting are, of course, things GLV already did, but more on a manual basis. “For a number of customers we now collect shipment status information on a daily basis. This status information reaches us by telephone, SMS, e-mail and satellite. We summarise this information and send our customers a daily report. This is complemented by monthly performance reports.”

Webtr@ck ready, SCM tool in development

DCS Transport & Logistic Solutions annually issues a number of new releases of DCSi.Logistics, a modularly built, integrated system for land freight, air freight and sea freight forwarding, warehouse management, (inter) national road transport and distribution.

For this year, however, DCS has more in store than that. In the summer of 2002 the first part of a new application, which operates above the existing modules, will be launched. "This will be the first release of our supply chain management tool containing cross-supply chain central order management", says Jasper van Schelven, sales representative at DCS. "Orders for and from various different systems will be captured and managed by our SCM tool, which can be delivered as an integrated part of DCSi.Logistics, but can also be delivered as a separate product."

The basis for the SCM 'layer' is Webtr@ck, an Internet based tracking & tracing module of DCSi.Logistics. Van Schelven: "Webtr@ck contains event management and progress monitoring. When an order comes in, all relevant instructions, actions and events will be automatically planned and supervised. All actions to be taken will be reported and, if possible, automatically executed. This can be sending a fax or an e-mail when an order reaches a certain status to any party involved in the supply chain, to escalating and alerting when a negative event occurs."

To be able to manage orders 'across' multiple systems the SCM tool also encompasses a generic interface enabling easy connectivity between systems. On the one side this enables connection between the systems a logistics service provider/ transport company uses internally. Externally, this will offer interfaces to customer ERP systems, CRM and other internet facilities, like e-commerce, tracking & tracing and virtual market places like INTTRA.

Case Study

3 of 3

