



SHIPMENT & ASSET MONITORING POWERED BY ROAMBEE FOR QUEHENBERGER

Pioneer in transportation security and customer service

Even though people say the world is becoming a village in the age of globalization, goods still need to travel the same distances as before. More and more goods are being transported from one continent to another along increasingly risky routes. The specialized transportation service provider Quehenberger Logistics addresses individual customer needs for this kind of transportation, and this strategy helps the company grow continually. To survive in the tough competition, the full-service logistics provider based in Austria has committed itself to using digitalization to achieve maximum efficiency and the greatest possible customer loyalty. But providing reliable services also means every shipment carried out has to demonstrate high quality and security. To improve its service in terms of quality and security, Quehenberger Logistics has been using a transportation and monitoring solution from T-Systems and Roambee for some time now. The bee devices feature sensors and use mobile radio technology to provide real-time information about location, temperature, tampering, humidity, light, change in location, pressure, and movement on all the routes around the world. Quehenberger Logistics has integrated the cloud solution into its entire transportation management system in order to incorporate quality assurance and proactive problem management in the customer's best interests into the service it provides. It's official: time-wasters and goods thieves don't have a chance.

AT A GLANCE

- Increased need for transportation security
- Shipment & Asset Monitoring powered by Roambee initially used as a test with 15 bee devices, followed by a roll-out with several hundred bees
- Sensors in the devices report the location, temperature, tampering, humidity, light, change in location, pressure, and movement to a web portal with a dashboard in real-time
- Quickly set the relevant transportation parameters and threshold values
- All information is consolidated in the recently established control tower
- Instant proactive reaction from the parties responsible for transportation in the event of alarms due to deviations from threshold values
- Effectively and efficiently avoid theft and delays
- System integration enables automated transfer of transportation orders from the management system to the cloud-based portal
- Avoid the time and hassle needed to make duplicate entries and maintain two portals
- Customer loyalty thanks to even more real-time information and transportation security with minimal additional costs

THE REFERENCE IN DETAIL

THE CUSTOMER. “Close to your business.” Working in line with this motto, Quehenberger Logistics is a full-service provider of holistic, individual logistics services focusing on Central and Eastern Europe. The company, which was founded in 1983, is based in Straßwalchen, near Salzburg. In 2017, the owner-managed, medium-sized logistics specialist with 2900 employees at 85 locations earned 450 million euros. It provides its customers with a total of 280,000 square meters of transshipment and storage space in 18 countries. Its core industries are textiles, retail, pharmaceuticals, fast-turnover consumer goods, automotive, tire manufacture, and household appliances. Not least thanks to its consequent digitalization and automation strategy, Quehenberger Logistics is even able to develop its growth plans above and beyond what it was planning and leave the industrial average far behind. Quehenberger Logistics is a company of the AUGUSTIN QUEHENBERGER GROUP.

THE TASK. The geographical orientation, sensitive core industries, and risk of theft created an increasing need for transportation security at Quehenberger Logistics. The company wanted a solution that would make the overall situation of critical transportation units transparent in real-time – in addition to a considerable bundle of measures like protection against manipulation and secure route planning. Its goal was to effectively prevent theft on transport routes and be able to track premium transportation quality with no gaps. In comparison to other solutions available on the market, the solution from T-Systems based on Roambee technology scored best by far. It saved Quehenberger Logistics from using a cumbersome combination of individual functions because Roambee offered the sensors and overall functionalities that were of the greatest interest to the logistics specialist from the very beginning. That is how Quehenberger Logistics and T-Systems entered into a development partnership aimed at tailoring the standardized solution to the logistics provider’s specific, individual business.

THE SOLUTION. With Shipment & Asset Monitoring powered by Roambee, the bee devices, which are equipped with sensors, are attached to the transported goods. From the very beginning of their journey, they report the location, temperature, tampering, humidity, light, change in location, pressure, and movement to a web portal with a dashboard in real-time. The test phase at Quehenberger Logistics involved 15 devices which were deployed starting in Germany and Austria. The test focused on transportation for time- and temperature-critical goods, such as textiles and medication, as well as on land and maritime routes that demonstrate a risk of theft. In a few weeks, the relevant transport parameters and threshold values had been determined. Additionally, the project management set up a control tower to organize the process in a central manner. The routes are planned on the Roambee

platform and include the start and end time, as well as points along the itinerary. The permitted standing times are clearly defined in this process. Every deviation from the threshold value causes an alarm in the control tower. In the next two years, Quehenberger Logistics wants to use 700 bee devices. The company wants to make them available in the locations in the core countries Russia, Rumania, and Croatia as well first and then in all other countries. Everybody at Straßwalchen is concentrating on all of the industries and the entire intermodal transportation system. As part of the close development partnership with T-Systems, the company plans to use interfaces to integrate the solution into the entire system landscape. Together, tracking and customer information processes through the control tower provide 360° service. Roambee is then started from within the custom transportation system and transfers the data entered for each shipment automatically and with no need for further entries.

CUSTOMER BENEFITS. All in all, Quehenberger Logistics and its customers benefit from complete transparency and verifiable logistics quality. The risk of theft, manipulation, and time delay are reduced to a minimum. The parties responsible for transportation no longer rely on isolated statements in the event of delay; they receive information in real-time. They can make corrections immediately and inform their customers proactively. In insurance cases, causes can be determined quickly and clearly. The parties responsible for transportation in the control tower have an overview of all the processes and alerts. System integration makes duplicate entries and maintaining two portals superfluous. With this solution, Quehenberger Logistics offers its customers an individual, additional monitoring service and supplementary information about the goods shipment in question. Even deep integrations of customer-specific goods management systems like SAP are possible. In that regard, the solution gives hope that efficiency will be increased even further in the future. “The solution was relatively easy to implement, and thanks to T-Systems, it functioned exactly as we had imagined from the very beginning. Both internal and external feedback is consistently positive. It is a great advantage for the future that we have the solution from a single source and can use it so flexibly for our business,” says Eugen Goss, project manager at Quehenberger Logistics. “In close collaboration with T-Systems, we have created considerable added value with minimal additional expenditure. The new service makes a great contribution to customer loyalty, and we can sense that already,” emphasizes Hermann Költringer, managing director for key account management and business development transport at Quehenberger Logistics.

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