

GETTING TO WORKSITES AND CUSTOMERS MORE QUICKLY WITH PTV SMARTOUR



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Markus Rückert, Scheduling/IT, F. W. Becker GmbH



THE TASK

Changes in customer preferences, greater flexibility and more efficient processes were the factors focused on in the search for a new solution. "With manual trip planning we were very limited and were only able to deliver in a certain direction on certain days," recalls Markus Rückert, Scheduling/IT at F.W.Becker GmbH, also known as Holz-Becker. "What our customers need, however, is a precisely timed delivery, so that capacities can be planned more efficiently. This required a solution that could help us to meet the deadlines set by our customers," he explains.

THE SOLUTION

For Markus Rückert, it was important that the new trip planning software had an interface to the inventory management system being used. "Our ERP provider brought our attention to PTV Smartour," Mr Rückert says. A presentation with integrated real-time data was enough to convince him about PTV Smartour: "For me, it was obvious that PTV Smartour could help us to optimise our processes and achieve both time and cost savings in the dispatch area." He saw a further advantage in the user-friendly interface: "With standard knowledge of MS Office, the trip planning

software can be learned very quickly as it is user-friendly and intuitive."

THE RESULT

"Using PTV Smartour and the interface to our inventory management system, we can guarantee precisely timed deliveries," confirms Mr Rückert. "The customer receives the precise information about their order by email or SMS." The trip planning software also has a connection to the telematics application TomTom Webfleet, and uses this to incorporate the data directly into the planning interface. "We therefore have a precise overview of the trips, the



For over 60 years, F. W. Becker GmbH, otherwise known as Holz-Becker, has offered an extensive range of wood and timber products for trade and industry. It never fails to impress its customers with its large storage areas, high-quality range, fast order processing and all-round service.

vehicle position and the delivery status and can inform our customers directly about possible delays." The customer profiles for Holz-Becker are extremely varied. Deliveries go to industrial, corporate and private customers on worksites or in workshops and warehouses. "We often need to travel to industrial zones or even to new building areas in which no roads have been laid out yet. These are daily challenges for us which we can accomplish considerably more easily using PTV Smartour and geocoding," says Mr Rückert.

PTV SMARTOUR YOUR ADVANTAGES AT A GLANCE

- ▶ Saving costs through better resource usage
- ▶ Saving time through a shorter planning period
- ▶ Improved customer service through flexible order and delivery times
- ▶ Reduced burden on scheduling thanks to standardized and fully automated processes
- ▶ Legally compliant planning by taking driving times and rest periods into account
- ▶ Overview of all indicators

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