

CASE STUDY



The implementation of Wolters Kluwer Transport Services TAS-tms gives Tielbeke visibility, serenity and stability

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■ BUSINESS CHALLENGE

For Tielbeke, the challenge was to create a platform which would be able to remain in operation for years to come and efficiently cope with transport and distribution challenges.

■ THE SOLUTION

The solution was found in the form of the Wolters Kluwer Transport Services TAS-tms platform. According to Tielbeke, this was the only TMS software package which could replace the customised solution which was developed in-house by the logistics service provider. Furthermore, Tielbeke purchased 150 Transics on-board computers to ensure the smooth, uninterrupted flow of data communication.

■ THE BENEFITS

Thanks to the Wolters Kluwer Transport Services TAS-tms platform, Tielbeke is able to continue to offer its specialised method of operation to its clients and simultaneously guarantee many more years of excellent service. Thanks to the increased level of calm and composure with regard to planning, Tielbeke was able to improve the efficiency of its transportation. Track and trace possibilities have increased, as have opportunities for monitoring and control.

Tielbeke in Lemelerveld, the Netherlands, has implemented TAS-tms by Wolters Kluwer Transport Services (formerly by Transics), a transport management system tailor-made for the logistics service provider. The implementation is part of a series of IT solutions. The decision to adopt TAS-tms was not a quick decision, but a well-thought process. "The fact that we carry out transport and distribution activities here, meaning that the ability to process large volumes of shipments is important, led us to Wolters Kluwer Transport Services", explains Sales Manager Hessel Jonkman.

Tielbeke had a clear aim in mind when the decision was made to implement a series of solutions. The logistics service provider wanted to establish a basis for the coming years to create a platform able to react more efficiently to customer requirements than the competition. Hence the decision to adopt TAS-tms, which is able to deal with transport and distribution activities in detail. According to Jonkman, the old system was sufficient to control the two types of freight flow. "However, the accumulation of functions ultimately meant that the system was just too complex. It became increasingly more difficult to see which functions we did or didn't need anymore. It was time to find a new TMS package."

Managing transport AND distribution operations

The search for a new transport management solution was taken very seriously. "By bringing together a broad-based project group, we immediately wanted to create support capacity for the new software. The selection team consisted of fifteen people. After all, the TMS is the heart of the organisation; it is the system around which everything revolves", states Jonkman. While Tielbeke was, on the one hand, looking for a standard package, the new software also had to be able to cope with administrative tasks relating to both transport and distribution. "These are two very different things. With most suppliers, the desired option of dividing shipments into stages or routes was not present. Furthermore, the majority of TMS packages were not targeted towards the amount of shipments that we typically process, namely up to 2,500 per day."

When it came to make a decision on the supplier, the employees of the Lemelerveld-based logistics service provider voiced their collective preference for the TAS-tms offered by Wolters Kluwer Transport Services. "The graphic representation and functions in particular tipped the balance." In summer 2009, the breakthrough was made and Tielbeke concluded the implementation deal. Shortly afterwards, the company also concluded an agreement with on-board computer supplier Transics in order to ensure that the communication between both solutions would flow as smoothly as possible. All 150 company trucks are provided with new on-board computers which are linked to TAS-tms. "We've seen a failure in communication between systems too often among our co-shipping agencies. This is something we'd like to avoid."



"We are now ready to monitor the current links between the TAS-tms and the other systems. Fixed solutions are now a thing of the past."

Hessel Jonkman,
Sales Manager at Tielbeke



With the help of TAS-tms, the planning department of Tielbeke was able to implement several improvements in the field of graphic design. The opportunities for monitoring and control have improved considerably, and the overview of the various processes is now extremely clear. This last point is crucial in being able to successfully plan transport routes. According to Tielbeke, the planning staff is highly satisfied with these improvements.

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The implementation of the TMS was smooth, partly thanks to the framework selected by Tielbeke via the broad-based project group. Cooperation with the implementation team was also fanTAS-tmstic. However, according to Jonkman the basis for a successful roll-out lay in the thorough preparation stages. As such, all company procedures were described which are directly and indirectly associated with transport management. "During the implementation process, we constantly carried out tests. As a result of this, we had a good impression of the package even before it went live. This meant that the roll-out itself was somewhat less exciting than is usually the case. Of course, our employees had to spend some time getting used to the system but it was never hectic in those first few days, and that was certainly a positive point."

Logical links with other business solutions

The introduction of the Wolters Kluwer Transport Services TAS-tms was part of a broad IT transformation at Tielbeke, one in which the company wanted to link as many solutions to one another as possible in a logical manner. This made it easier to enter orders, led to a switchover to barcode scanning, and is currently contributing to the development of a new web portal. The benefits are clear: it provides more effective integration among the available systems. However, the linking of solutions calls for the installation of necessary interfaces. As such, links were established between the TAS-tms and the on-board computers, the plan package, Office programs and the payroll solution for the drivers. A link was also set up between the TAS-tms and the scanning solution for delivery confirmations. "Establishing all of these links was relatively simple," asserts Jonkman.

The increased insight into the ongoing processes provides Tielbeke with the opportunity to work more efficiently. According to Jonkman, it is not easy to show increased efficiency in terms of figures or percentages. "A groupage network is rather dynamic. In general, however, the level of calm relating to the planning process has increased significantly, and this in turn influences efficiency."

Monitoring transport systems

The calm and stability that Jonkman values the most can be observed in the new TMS. "We are now ready to monitor the current links between the TAS-tms and the other systems. Fixed solutions are now a thing of the past." Tielbeke did not implement the solution because it was looking for a higher degree of user friendliness as such; after all, the previous TMS was customised to its users. "Nevertheless, we have now implemented several improvements in the field of graphic design. The opportunities for monitoring and control have improved considerably, and the overview of the various processes is now extremely clear. This last point is crucial in being able to successfully plan transportation routes. Our planners are extremely satisfied with this."

The track and trace possibilities also improved for Tielbeke. Jonkman highlights the simple search function in the TAS-tms as an extremely handy feature. Furthermore, the alerts that Tielbeke had developed as a customised feature in the old TMS package are included in TAS-tms as a standard. "Moreover, a report is now automatically sent from our new TMS to the recipient in case of any changes to a shipment. This really is an indispensable feature. It doesn't matter if the news is positive or negative. Clarity and transparency are of paramount importance to Tielbeke."