

Trip planning software for better customer service

Not only does Konrad Kleiner GmbH & Co. KG offer its customers wellness bathrooms for relaxation, or tiles creating the right ambiente: a modern bathroom showroom, a new energy competence centre, a well-assorted cash and carry warehouse, a central stock and reinforcement steel processing are also part of the goods/services the company offers for trade and industry. The service tasks range from market-oriented procurement to logistics management. "At the beginning of 2006 we implemented a professional trip planning software. "Now we are able to keep a grip on our operating costs, inspite of the increasing costs for petrol, tires, repairs and toll," says Klaus Vossler, Manager of the business field Logistics at Konrad Kleiner GmbH & Co.KG.

User: **Konrad Kleiner GmbH & Co. KG**, wholesaler covering 5 business areas : steel, heating/plumbing/tiles, building fittings, building materials and construction tools. Six locations, including central stock in Mindelheim. 480 employees gain an annual turnover of Euro 130 million. Task: daily scheduling and trip planning of all orders coming from customers within a radius of 150 kilometres, deployment of a fleet of 50 trucks.

Solution: Professional trip planning with PTV Intertour for inter-company transport between wholesale company locations

Cost-optimised customer service

PTV's interactive solution allows Kleiner to individually plan trips to customers within a radius of up to 150 kilometres from the central stock and still remain flexible. Considering several restrictions, such as customer-specific opening hours, vehicle loading capacities, deployment times and specifications, the system allows Kleiner to cost-efficiently allocate orders to trips. "To make sure that the software's planning is precise, our data processing department first had to enter the volume and weight data of all our articles, as well as the payload and volume data of our trucks into the system," Vossler says about the requirements for implementing the software solution.

In a first step, daily trip planning is performed for all orders that can be sent by parcel service. The advantage for Kleiner: cost-effective deployment of his truck fleet. In a second step, Intertour plans the truck trips, considering time slots, customer opening

hours and mileage optimisation.



More information for employees and customers

Customers clearly benefit from the improved service. "Now our employees can tell customers when the trucks are scheduled to arrive, without having to first check with the fleet park. They can simply look up the scheduled dates and times in their computer," says Vossler.

With the aid of its trip planning software Kleiner can continuously optimise processes. For instance orders that go to customers outside the delivery radius must be processed differently. In addition, you can have customer data analysed, organise your delivery areas and carry out simulation calculations. According to Vossler, these functions are a real asset to the company towards one of their important objectives: "We have always aimed at providing an outstanding customer service at reasonable costs. Vossler explains: "Since PTV Intertour has been implemented, we have made a big step towards this goal."