

# Trip optimisation is the magic formula

## DHL Solutions GmbH

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### The task

Today's success in the logistics market is linked to the logistics service providers' ability to combine transport and customisation, capacities and time limits. Trip optimisation software allows DHL Solutions GmbH to meet the requirements of an increasingly demanding market. DHL Solutions GmbH needed a new software which takes features such as compatibility with other management systems, customers' demands and restrictions into consideration.

### The solution

PTV Intertour was the winner. "Another reason why we chose PTV was that the company's location allowed us to participate in the software customisation process. The final software solution was meant to be used by the entire DHL group after the pilot period," explains Karl-Heinz Becker, head of the regional distribution centre in Malsch. "It was an extremely challenging task – 450 vehicles driving 22,834,000 kilometres a year had to be coordinated in 2001."

Having entered the customer data, all parameters such as delivery time slots or local conditions, like the width of a loading gate, the number of vehicles, the routes, etc. are being linked to the current jobs. This is the basis for trip scheduling. Identifying the most suitable vehicle for a job also helps DHL Solutions GmbH to cut costs. By calculating vehicle capacity in terms of volume and weight which vary depending on the load the lorry carries during the trip, DHL Solutions GmbH is now able to efficiently allocate its 20-vehicle fleet ranging from 3.5 ton lorries to 18 metre long semi-trailers.



DHL Solutions GmbH, logistics service provider, responsible for Deutsche Telekom's transport logistics.

"Punctuality is another critical success factor. If a customer needs the goods at seven o'clock in the morning, we must deliver them at the desired time of delivery," says Karl-Heinz Becker. This is a matter of principle. PTV Intertour allows us to calculate not only the route distance, but also consider vehicle data, handling times, down-time and driving times, and to include specific route information. The software, which runs on standard computers, instantly calculates the costs, the time and kilometres driven for each job.

#### The result

Karl-Heinz Becker is very pleased about the results: "We have reduced the number of trips from 18 to 16 or even just 14 trips. This means a lower total of kilometres driven, less fuel, producing fewer air pollutants. Another positive side effect is that the new software solution allows DHL Solutions GmbH's team of 24 drivers to reduce its overtime.

We've found it to be an extremely reliable system. Over the past two years we haven't experienced any problems, such as system crashes, for instance," says Karl-Heinz Becker.