TRANSPARENT LOGISTICS PROCESSES FOR AIR CONDITIONING ENGINEERS, INSTALLATION COMPANIES AND CONSTRUCTION FIRMS

With ONE TRACK shipment tracking and the "VitoTrack" app developed by EURO-LOG, Viessmann and its customers can track any of their shipments at any time, enabling engineers, installers and other specialist partners to plan and conduct installation appointments with greater accuracy.
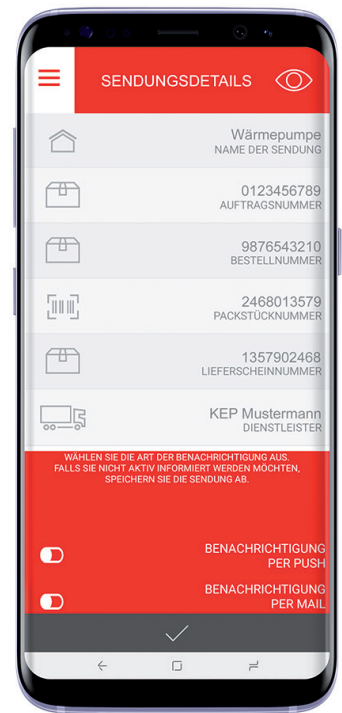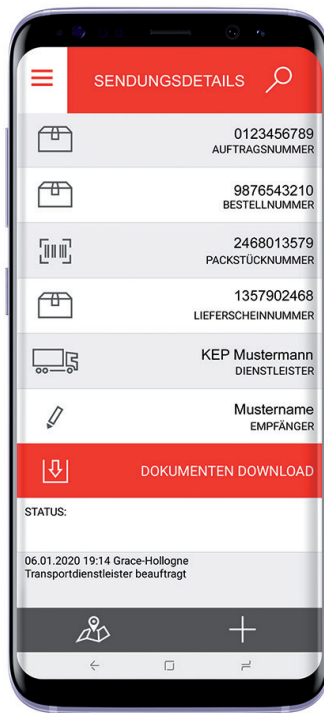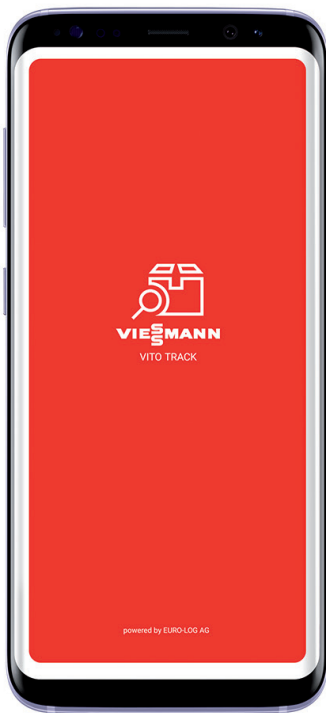
Viessmann Werke GmbH & Co. KG develops air conditioning and cooling solutions for industry, the construction sector, municipalities and private customers. Depending on the size and weight of each order, the company uses freight providers as well as courier and parcel services to send out its roughly 125,000 shipments each month.

The IT solution developed for Viessmann is based on EURO-LOG's multi-cloud platform and is comprised of a central system for employees and the customer app "VitoTrack". The core element of the solution is ONE TRACK shipment tracking. Based on the principles of robotic process automation (RPA), ONE TRACK independently checks for new status information. The shipment tracking system translates the status data into consistent status messages in the user's local language.

Employees can save regularly occurring events, such as rejected deliveries or reports of damage, as web apps. Saved web apps can be viewed in the dashboard and the results are updated constantly. ONE TRACK also proactively notifies users of defined events, such as if a delivery is going to be late or if its status has not been updated.

The system provides an objective rating of the delivery time to allow Viessmann to evaluate the performance of each service provider and to check whether premium shipments were delivered by the agreed time. Digital proof of delivery (POD) receipts and other transport documents create an additional level of transparency in the distribution process.

Phone 1 (app splash screen):
VIESSMANN
VITO TRACK
powered by EURO-LOG AG

Phone 2 (SENDUNGSDETAILS):
SENDUNGSDETAILS

0123456789 — AUFTRAGSNUMMER
9876543210 — BESTELLNUMMER
2468013579 — PACKSTÜCKNUMMER
1357902468 — LIEFERSCHEINNUMMER
KEP Mustermann — DIENSTLEISTER
Mustername — EMPFÄNGER

DOKUMENTEN DOWNLOAD

STATUS:

06.01.2020 19:14 Grace-Hollogne
Transportdienstleister beauftragt

Phone 3 (SENDUNGSDETAILS):
SENDUNGSDETAILS

Wärmepumpe — NAME DER SENDUNG
0123456789 — AUFTRAGSNUMMER
9876543210 — BESTELLNUMMER
2468013579 — PACKSTÜCKNUMMER
1357902468 — LIEFERSCHEINNUMMER
KEP Mustermann — DIENSTLEISTER

WÄHLEN SIE DIE ART DER BENACHRICHTIGUNG AUS,
FALLS SIE NICHT AKTIV INFORMIERT WERDEN MÖCHTEN,
SPEICHERN SIE DIE SENDUNG AB.

BENACHRICHTIGUNG PER PUSH
BENACHRICHTIGUNG PER MAIL

Enhanced customer service with "VitoTrack" app

The "VitoTrack" app – which reflects the Viessmann corporate design – runs on both Android and iOS devices and is available in multiple languages. Viessmann customers can check the current status of their package and the expected delivery date at a glance. They can also filter orders based on a variety of criteria and save them as favourites. The alert function proactively informs users of new deliveries and status changes via push notification or email. With the app at their fingertips, site logistics managers, engineers and installation companies can see when new goods or spare parts they have ordered will arrive. This information enables them to plan customer appointments with greater certainty and gives them more information to pass on to their customers.

Key elements of the project at a glance

- Multi-cloud platform for seamless connection and real-time data
- Robotic process automation (RPA) reduces the need to perform manual and time-consuming tasks
- Tailored customer app for order track & trace service
- Cross-sector solution
- Web app technology for monitoring all shipment processes
- Shipment tracking across all service providers
- Consistent status messages for all service providers
- Proactive notification for status changes
- Digital delivery receipts and transport documents
- Transparent distribution and objective evaluation of freight, courier and parcel service providers
- End-to-end transparency throughout the supply chain

CONNECT. COLLABORATE. CONTROL.
EUROLOG SCM PLATFORM.

1. B2B INTEGRATION
2. PROCUREMENT MANAGEMENT
3. TRANSPORT MANAGEMENT
4. ONE TRACK SHIPMENT TRACKING
5. CONTAINER MANAGEMENT
6. MOBILE LOGISTICS SOLUTIONS

TÜV SÜD ISO 27001 ISO 9001
Business Partner IBM
GS1
Microsoft GOLD CERTIFIED Partner

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