SOLVARES LOGISTICS

CASE STUDY

DIGITALIZATION AND SUSTAINABILITY: 100 CUBIC METERS OF CONCRETE, 0 GRAMS OF PAPER

Industry: Building Materials

Products: opheo / opheo mobile / electronic delivery note / Predictive Planning / Optimizer / Tachograph Data integration

Challenges:
- Precise, time-critical logistics for ready-mixed concrete
- Digitalisation of transport processes
- Introduction of electronic delivery note

Solutions:
- Greater communication with drivers thanks to telematics app
- Acceleration of the entire order processing and billing process
- Greater transparency resulting in improved customer experience
- Smooth communication between all IT systems and improved data quality - one version of the truth

More information:
www.geigergruppe.com

Working with Solvares Logistics, the Geiger group of companies has introduced the electronic delivery note at its Allgäuer concrete pump subsidiary, enhancing the service to its end customers. The pilot project is a milestone in the digitisation of fulfilment services of the Geiger group, with a plan to extend to other companies in the Group in the future.

Precise planning required
Delivering to construction sites requires precision logistics. This is especially true for fresh ready-mixed concrete, which must be placed within minutes of allocated delivery time. When truck mixers arrive, the truck-mounted concrete pump should already be in place and ready to ensure compliance to delivery quality standards.

Seamless introduction to planning via Gantt chart
Reliability, transparency, and precise scheduling and deployment planning are the success criteria for the Allgäuer concrete pumping service. The subsidiary of the Geiger Group operates a fleet of five truck-mounted concrete pumps, which have been managed by Matthias Schramm since 2016 and he has been supported by the transport management and scheduling software opheo since 2017. Matthias meticulously oversaw the introduction of the solution. “opheo shows me the status of all planned orders, the locations of all concrete pumps, and whether we are on schedule on a Gantt chart,” explains Schramm, who is also responsible for sales and administrative work as well as transport management. The vehicles are equipped with tablets on which the opheo mobile telematics app is installed. This application plays a central role in the overall solution. Using the opheo app, the drivers receive the construction site addresses and are guided to the addresses with the help of the integrated truck navigation. Every order status achieved is captured and transmitted to the control centre, as is current GPS data.

SOLVARES LOGISTICS

DIGITALIZATION AND SUSTAINABILITY: 100 CUBIC METERS OF CONCRETE, 0 GRAMS OF PAPER

opheo as a data hub

The introduction of opheo was a pilot project within the Geiger Group, which has since been expanded after successful implementation. There are approximately 25 truck mixers being managed with the solution, with the allocation of trucks taking place at the push of a button. At Geiger, opheo has acts as a data integration hub ensuring smooth communication with the other IT systems - including customer address management, quality assurance and the individual concrete mixing plants ERP systems. All orders are captured in opheo via an interface with the concrete plants. "The interface was an important step within the scope of the Geiger group digitisation strategy. This saves time in the order entry for all internal orders, with which we generate around 50 percent of our revenues," Schramm emphasises.

> "On a clear Gannt chart, opheo shows me the status of all planned jobs, the locations of all concrete deliveries, and whether we are on schedule."
>
> **Matthias Schramm · Route Planner & Project Manager**

Signature on the display

Introduction of the electronic delivery note a digitisation project that followed the fleet scheduling project was completed in August 2021. "The customers on the construction sites now only sign electronically on the tablets," reports Schramm, who also acted as project manager for this evolutionary step. Instead of a delivery note, only a small receipt is handed out on request, which the driver creates at the delivery point with a mobile receipt printer.

On delivery, the drivers of the truck-mounted concrete pumps update the preliminary order data with the actual values for hose length, service life and pump volume. Additional services rendered, waiting times, or unsuccessful customer deliveries are also captured. The opheo app guides the driver through the process step-by-step, ensuring nothing is missed.

Faster and more transparent

"The receipted delivery information, with the updated data is available to us in opheo immediately after it has been completed on the construction site, and can be invoiced immediately," explains Schramm, who checks and releases the incoming data. This is an intermediate step, which is to be eliminated in the longer term and is currently still used as a quality assurance check until all truck mounted concrete pump drivers have the necessary expertise with the new system. Once complete, the delivery note with signature is sent as a PDF file to the email recipients stored in the master data. "Our customers benefit from faster and more transparent processing and the drivers are freed from paper work," Schramm summarises.

The changeover to the digital process was smooth and simultaneous for all truck-mounted concrete pumps. "We were expertly supported by Solvares Logistics project team at every stage of the project and felt very secure during the changeover," Schramm recalls. In the run-up to go live, he conducted isolated tests with digital delivery notes. The drivers were personally trained in 30-minute one-to-one sessions. As an additional safeguard, paper delivery note were carried out in parallel, in order to "be able to revert to the manual process in an emergency," says Schramm. However, this never occurred due to the smooth running processes.

Ready-mixed concrete plants to follow

The introduction of the digital delivery note at Allgäuer concrete pumping service has accelerated the entire order processing, relieved pressure from drivers, increased transparency towards the customers and further improved the data quality. No wonder the three ready mixed concrete plants of Geiger Beton converted to the electronic alternative.

The opheo solution is widely used within the concrete and construction industry in general. Our systems have been developed to optimise and provide solutions to the challenges experienced within these industries.