

BayWa

Standardizing delivery processes



BayWa
Germany, Austria
www.baywa.de

Global trading company increases delivery efficiency across multiple business sectors.

Founded in 1923, BayWa is composed of three core business segments – Agriculture, Building Materials, and Energy; providing trading, logistics, and supplementary services in each. As a globally active company, BayWa is committed to its customers in rural areas – on a regional, national and international level – with a focus on creating value by trading in products and offering trading-related services to customers.

Challenge

Working within multiple industries, the large amount of paper tickets and invoices generated on a daily basis was quickly becoming unmanageable. Teams were needed to handle paperwork - verifying and entering data into SAP and back office systems as tickets were turned in by drivers. BayWa management was in search of a solution to simplify fleet management and remove paper processes from their field workforce. The solution had to work across all of their business units.

Goals

- A single unified solution for the entire organization with a process-oriented workflow
- Integration with SAP and additional back office systems
- Enable real time communication with each driver
- Simplify fleet management and dispatch processes



Challenges

- Deploy unified solution across business groups
- Integrate field data with back office systems
- Improve fleet management and dispatch

Solution

- TransPac
- intelTRACK
- TS FleetWatch

Benefits

- Increased daily deliveries completed
- Eliminated manual data entry
- Real-time access to field data

Solution Implemented

BayWa chose to implement an integrated set of solutions to automate their fleet tracking and management, dispatch, and field service and delivery processes.

For their Agriculture and Building Material groups, a solution was installed to provide detailed vehicle tracking through intelTRACK. Integrated dispatch through their existing SAP system enables daily delivery schedules and routes to be sent to an in-cab touch screen device; providing navigation directions to the driver. Additionally, the system combines driver behavior management tracking with an in-cab coach to give verbal alerts on speeding, excessive idling, and more directly to the driver.

Within the Energy group, the same system was installed with the addition of TransPac – an onboard mobility solution designed to automate the entire delivery process. TransPac’s workflow tracks fuel and lubricant delivery details, automatically calculates delivery amounts, and generates an electronic ticket and invoice, resulting in the elimination of paper processes from the field workforce.

Results

Since implementing these solutions in fleets across Austria and Southern Germany, BayWa has experienced an increase in the number of deliveries their drivers can complete. “Integration between dispatch and field applications has drastically improved the efficiency of our drivers,” said Stefan Tahedl, Team Leader – Logistics and Fuels. “The ability to send a delivery schedule with a pre-determined route directly to the driver is great. We are now completing 15% more deliveries on a daily basis.”

Additionally, by eliminating paper processes, data is received from the field in near real time and automatically transferred to the back office. With these systems integrated directly with SAP, manual data entry is no longer needed and BayWa can leverage this data quickly across its various business groups. “Capturing data in the handheld and then communicating it directly to our back office systems, instead of managing paper tickets, has not only reduced our operating costs but has given us more accurate data to work with in a much faster timeframe,” added Tahedl.

For more information:
touchstargroup.com



TouchStar is a multinational logistics and workforce automation company whose mobility software and systems transform business productivity in the Oil & Gas, Field Service, Transportation, and Consumer Goods industries. Our solutions comprehensively manage the challenges associated with workforce planning, optimization, and compliance through to fleet and field administration management.

Tulsa - United States
 5147 South Garnett Road Suite D
 Tulsa Oklahoma 74146-5900
 phone: +1 918 307 7100

Montreal - Canada
 163 Barr Street Ville Saint-Laurent
 Quebec H4T 1W6
 phone: +1 514 739 9595

Sydney - Australia
 100 Asquith Street
 Silverwater NSW 2128
 phone: +61 (0)2 9739 9000

Auckland - New Zealand
 1st Floor Lincoln Manor
 239-295 Lincoln Road
 Henderson Auckland
 phone: +64 (0)9 838 0163

Vienna - Austria
 Landstraße Hauptstraße
 146-148/8/B1
 1030 Vienna
 phone: +43 (0)1 2944711-0

Regensburg - Germany
 Im Gewerbepark D 85
 93059 Regensburg
 phone: +49 941 595 78 0