



# Transport and Logistics in The Netherlands

Hellenic Federation of Enterprises (SEV)  
Workshop Digital Supply Chains  
25 February 2021

# Supply chain digitization: How small steps can result into big benefits



# A show case

- Size company:
  - 30 fte
  - 15 trucks
  - 12,000 sqms



Quote CEO:

*Digitalisation is not important; organise your organisation first.*

# 3 processes digitalised:

## 1. Order entry portal customers



NO MORE  
EMAILS  
its  
Finally  
Here

No More  
**ERRORS**



## 2. Implementation e-cmr



Sender

Carrier

Recipient

## 3. Manage planning orders customer (seasonal product)



Bulk  
Orders



# Results:

- Able to deal with **twice as many orders** (with no extra employees):
  - No mistakes copying order requests
  - Time on phone has reduced by 18% (before 3,5 calls / order, after 0,5 call/order)
  - Transparency for customers
  - Due to real time shipment information, damages, deliveries etc can be digitally looked up (instead of looking for POD's, scanning of document)
- Number of planners has gone down **from 4 to 3 fte**.



# Thank you!



Transport and Logistics in The Netherlands

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