

SUCCESS STORY

Faster digital order completion

How Dittrich Eiltransporte (Dittrich Express Shipping) profits from the TIMOCOM system

Erkrath / Obermichelbach (Germany), 18.04.2019 – the company name says it all. It makes it clear: here is a team that works lightning fast, flexibly and individually. “Dittrich Eiltransporte is not the largest express shipping company, but it is certainly one of the most personal,” says the company from Obermichelbach. And: if you are mixing speed, service and practical customer solutions, it only makes sense to use the TIMOCOM Smart Logistics System.

“We are between 60 and 70 percent faster when assigning orders”



In the last ten years in which the company has been a TIMOCOM customer, Dittrich has managed more than 1000 transport orders digitally – no faxes, phone calls and completely paperless. As part of their daily business, Dittrich uses the TIMOCOM system to assign freight to freight forwarders. In addition, the company makes use of the Lavid software solution. It records transport orders from customers and, once the job is assigned, the only thing left is to add the freight forwarder.

Before they started using the TIMOCOM digital order handling system, transport orders were sent via Lavid to external freight forwarders. But using the integrated freight exchange and order completion in the TIMOCOM system speeds up transport order completion. “We are between 60 and 70 percent faster when assigning orders,” says Oliver Stiller, Dittrich dispatcher and CEO. “We process the transport order by filling out a single form. Everything is immediately online. Then we have more time to focus on individual solutions for our customers,” Stiller reports.

As part of the TIMOCOM Challenge, the company achieved second place on a list of the most active customers, earning a personal coaching session in Obermichelbach. During the session, one thing that became clear was that transport orders were processed by multiple people and that the transport quote requests could be used in place of a mailing list. Dittrich was aware of this possibility, but had not yet used it. Now, the option is going to be tested with selected freight forwarders, in order to potentially add value to business practices. A new employee who will be joining the dispatch team was pointed towards the Update Pool as a very useful resource. The other dispatchers already use the tutorials for further training.

The dispatch trio had a request for the IT experts at Erkrath: they wanted TIMOCOM to send an e-mail to the recipients of transport quote requests. “Some transport service providers are not yet familiar with digital order completion via TIMOCOM, so they do not know where exactly to find the transport order.” said one of the participants. The e-mail contains a link that directs the service provider to the transport order in the TIMOCOM Smart Logistics System.

Company history: continued success

Thomas Dittrich founded his company in Fürth almost 25 years ago – with four vehicles. Today, his customer base is international and his company is doing well with partners around the world and over 230 vehicles. 25 employees and 65 sub-contractors ensure that time-critical shipments arrive safely and as quickly as possible: regardless of whether the goods require an on-board courier as a bodyguard, or only need to travel a short distance.

Find more information on TIMOCOM at www.timocom.co.uk.

You can find more information on Dittrich at eiltransporte-dittrich.de.

About TIMOCOM

TIMOCOM GmbH is a mid-sized IT and data specialist with a focus on Augmented Logistics. As the provider of Europe's first Smart Logistics System, TIMOCOM uses smart, safe and simple solutions to help customers meet their logistics goals. More than 43,000 verified companies are connected via the system, where up to 750,000 international freight and vehicle offers are entered every day.

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