

# FreightTech from Germany

Developing IT solutions  
for the logistics industry

# LEADERS: A DRIVING FORCE

*Tim Thiermann and Sebastian Lehnert  
are in charge of operations and strategic  
developments at the family run company.*

## WHO ARE THEY?

Tim Thiermann is the oldest son of the company founder and it was clear from early on that he would be a driving force for company development. He studied international management and business psychology and was employed in a variety of positions at TIMOCOM before rising to the rank of Managing Director in 2015.

Sebastian Lehnert is a trained freight forwarding merchant with a Masters degree in Logistics Management and is currently completing a PhD in Staff Retention. He started at TIMOCOM in 2009 as a Key Account Manager, was promoted to a management position on the Corporate Development team and became Co-Managing Director in 2019.

## WHAT ARE THEIR PLANS FOR THE FUTURE?

Together, they want to transform TIMOCOM into a central marketplace for digital logistics services, and carry the mid-sized FreightTech company's success forward into the future of the European logistics industry. To make this happen, they have set some ambitious goals: They plan to invest 100 million euro by 2030 in order to expand the network to 100,000 customers.

## WHAT DRIVES THEM?

They are driven by their joint vision: a world without logistical challenges. They believe TIMOCOM has a role to play as a digital intermediary, allowing the many small and mid-sized transport industry companies to work digitally and establish a secure network of business partners.



# EUROPEAN LOGISTICS INDUSTRY'S DIGITAL PIONEER

*TIMOCOM started out as a Europe-wide procurement platform for transport orders and today offers a marketplace, with the help of which the road-based transport process can be completely digitalised.*

In April 1997, the newly founded Timocom Soft- und Hardware GmbH launched a freight and vehicle exchange. Hauliers and freight forwarders used the exchange to find freight at short notice, allowing them to more fully utilise vehicle capacities and reduce the number of kilometres they drove without cargo. The freight exchange is still the core of the TIMOCOM Marketplace. It is no longer possible to imagine European road haulage without it.

## GROWTH AND FURTHER DEVELOPMENT

The company and its network of customers have grown steadily ever since. From route and cost calculation to the establishment of its own debt collection service and live shipment tracking – TIMOCOM has always focused on the needs of the transport industry and developed new digital services for them.

In addition to Erkrath, TIMOCOM has also had representative offices in Poland, Hungary and the Czech Republic since 1999.

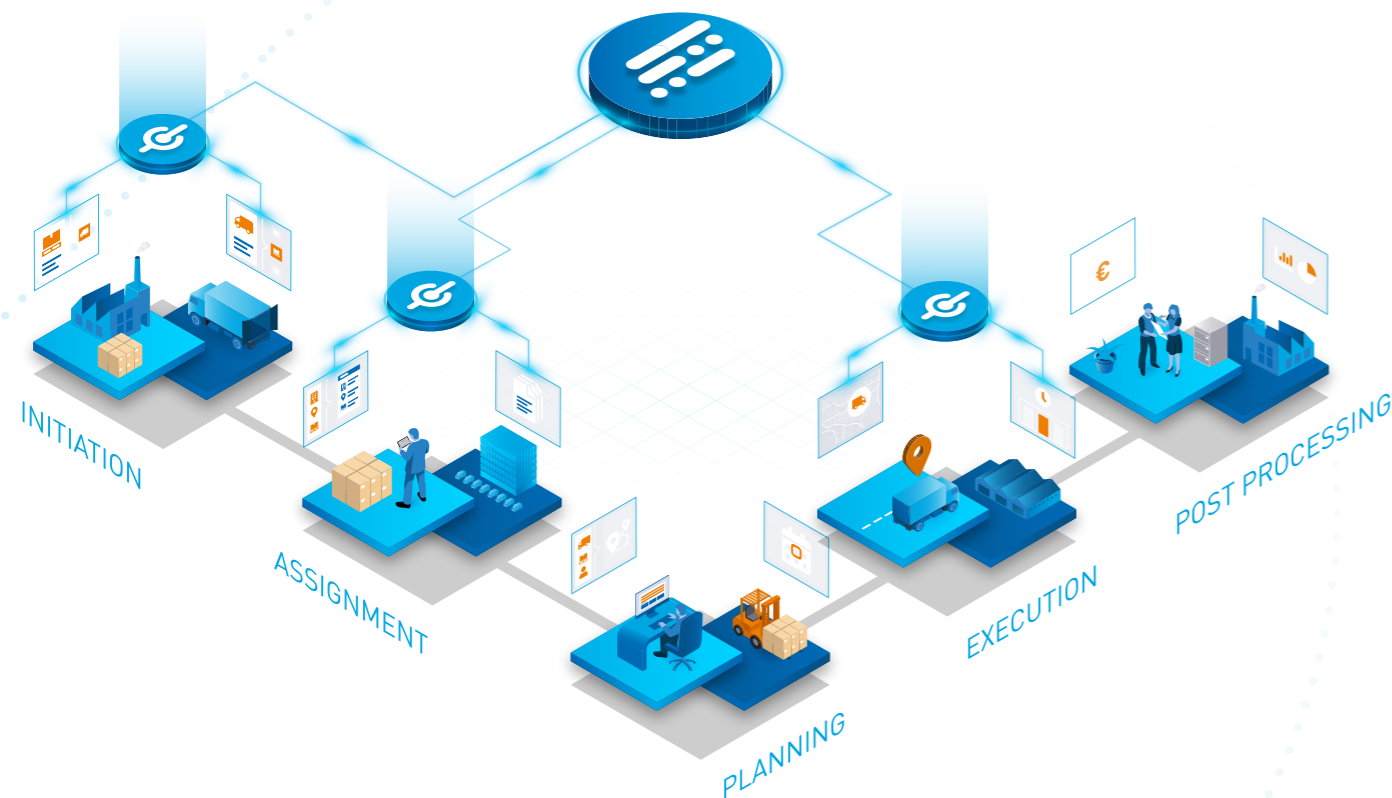
What began as a bold idea back then has turned into one of the most successful FreightTech companies within the European transport and logistics industry, connecting a broad range of logistics industry stakeholders – both within the company's network and without. TIMOCOM cooperates with other FreightTech companies and works with them to optimise logistics processes through digitalisation.

## SOCIAL ENGAGEMENT

Since 2012, TIMOCOM has been committed to improving road safety through the non-profit organization [Die Transportbotschafter](#). Among other things, the organization educates children about dealing with blind spots. Additionally, TIMOCOM has been cooperating with "DocStop," a medical assistance program for professional drivers, since 2010. Since 2021, it has also been a partner of the logistics initiative "Blut transportiert," which fights against blood diseases. Regionally, the family-owned business is active as well, supporting a daycare center, local football clubs, and the Düsseldorf ice hockey club.



# THE TIMOCOM MARKETPLACE: DIGITALISING TRANSPORT PROCESSES



**TIMOCOM's Marketplace** connects over 55,000 verified companies from transport and logistics as well as industry and trade from all over Europe. The digital applications and services offered allow customers to manage and organise every single step of the transport process. TIMOCOM thus helps to connect all parties involved in road freight transport, while simultaneously increasing transparency and automation, allowing companies to effectively utilise resources and save money.

## FIND BUSINESS PARTNERS, PLAN AND IMPLEMENT TRANSPORT ORDERS

With TIMOCOM, customers can handle their road transport processes completely digitally - from initiation to payment processing. The benefits of digital processes range from simplified communication and a continuous flow of information to the constant availability of data and documents.

During the initiation phase, companies can find a large network of potential business partners at TIMOCOM, regardless of whether they are looking for service providers or transport customers. You can also use TIMOCOM to find tours: over 156,000 users create up to one million freight and vehicle space offers daily on the freight exchange. For anyone who prefers the exclusive exchange of freight and loading space offers, the Closed Freight Exchange is the ideal solution. Many companies and associations already use this service. Long-term transport orders can be offered via the TIMOCOM Tenders application.

When a transport order is placed, companies can store all transport order information and place the order digitally. Transport service providers can accept offers quickly and simply, and receive a legally binding order document as confirmation. In the planning phase, TIMOCOM Routes & Costs supports the calculation of routes and provides information on the transport costs incurred.

Vehicle Tracking and Live Shipment Tracking improve transparency during the transport process while simultaneously making time and loading dock management easier. Thanks to the integrated payment services, customers receive their money immediately after the transport has been completed, regardless of the payment terms, and are thus protected against payment defaults.

To make it easier for other marketplace members to check new partners, business partners can also rate each other after the order has been completed.

## APIS EXPEDITE WORK PROCESSES

To ensure that users can work without constantly having to switch between different software, TIMOCOM offers **APIs** that connect to its customer's company software, ERPs or transport management systems. This allows users to, as an example, access a large selection of freight offers and find new business partners from within their own logistics system. There is no need to work with different systems in parallel, which costs valuable time and can lead to transcription errors. In addition to TIMOCOM's freight exchange, transport orders and Live Shipment Tracking APIs, the company offers standardised APIs for Europe's common telematics providers.

# TIMOCOM - OUR DEVELOPMENTS OVER THE COURSE OF TIME

## 1997 TIMOCOM FREIGHT EXCHANGE LAUNCHES

TC Truck&Cargo®, a freight and vehicle exchange available for a monthly flat rate, is, for many transport companies, the key to gaining a foothold in the interconnected world of the European logistics industry. The very first TIMOCOM product is sent to customers – as was common at the time – on a floppy disc, and is, to this day, the heart of the Marketplace. The freight exchange currently receives up to 1 million international freight and vehicle space offers daily.

## 2003 DEBT COLLECTION SERVICE LAUNCHES

The economy is weak, and it is affecting transport companies. Many of them cannot get customers to pay them in a timely manner, so TIMOCOM decides to provide support in the form of a debt collection service. The service is still active today, and in 2023 was responsible for ensuring payment of 37.1 million euros in claims.

## 2004 CALCULATE ROUTES & COSTS

The pressure to lower prices and remain competitive is high within the industry, so TIMOCOM invents a new calculation module for its customers: they can now plan all their transport routes directly with TIMOCOM, and calculate how much the route will cost. It's an extremely useful feature, and last year alone, users plotted 40 million routes.

## 2007 CONTACT MANAGEMENT DIGITALISATION

TIMOCOM customers can create a company profile in the Marketplace, making it easier for potential business partners to find them. This digital business card simplifies contact

management and displays company and contact information, which companies can easily keep up to date.

## 2008 THE TRANSPORT BAROMETER LAUNCHES

The transport barometer takes the European logistics industry's temperature. It tracks the ratio of supply to demand within the road transport industry – across Europe and within individual countries. The transport barometer is based on freight and vehicle offers from within the TIMOCOM freight exchange, and therefore on up to one million data points per day. This allows logistics departments to keep an eye on market fluctuations and provides them with a solid foundation for price negotiations and calculations.

## 2009 LONG-TERM TENDERS

In addition to the spot market, TIMOCOM now offers an application for long-term, project-based transport contracts. The Tenders application supports TIMOCOM customers in their efforts to secure long-term contracts. In addition, it addresses a completely new target group, that is, companies from industry and trade. Today, users create up to 8,500 tenders per year.

## 2012 WAREHOUSING EXCHANGE LAUNCHES

The spot and contract markets are complemented by an exchange for warehouse and storage space. This allows customers across Europe to react to any storage bottlenecks or fill empty warehouse space at short notice. The exchange is available in 46 European countries and currently lists over 9,000 warehouse and storage spaces.

## 2013 VEHICLE TRACKING

The Routes and Costs application bundles the GPS data of entire truck fleets. Users can track their own vehicles and any other vehicles they have been granted permission to track on a single map, thanks to the connection of now 299 telematics providers from all over Europe. The introduction of this application transforms TIMOCOM into a central marketplace for efficient transport and logistics applications.

## 2017 CREATE LEGALLY BINDING TRANSPORT ORDERS

TIMOCOM becomes a transaction platform, making the first entirely digital transactions possible. Legally binding transport orders can now be assigned and managed directly via TIMOCOM – in real time and with up to date prices.

## 2021 PROTECTION FROM UNPAID INVOICES

Payment terms in the logistics sector are often so long that transport companies are faced with liquidity bottlenecks. TIMOCOM is cooperating with the logistics payment service JITpay™ to protect marketplace members from non-payment and optimise their cash flow. This ensures fast payment after the service has been provided.

## 2022 LIVE SHIPMENT TRACKING

TIMOCOM further digitalises transport processes, with live shipment tracking. Transport service providers can use a digital copy of the shipment to share up-to-date information with consignors and recipients in real time, significantly increasing transparency. This enables flexible rescheduling and efficient loading dock management with significantly less communication effort.

## 2023 SIMPLIFIED CHOICE OF TRANSPORT PARTNER

The TIMOCOM network is growing and freight offers in demand trigger up to 500 quotes – on different channels. The "Quotes" feature helps to bundle these offers, and allows customers to request individual quotes for the transport of their freight and thus choose the right service provider.

## 2024 BUSINESS PARTNER CHECK

Legal regulations require even more knowledge about your own supply chain. TIMOCOM offers independent document verification using artificial intelligence to support corporate due diligence. Companies can verify the authenticity and validity of important documents and identify themselves as a verified company – for added peace of mind, especially when dealing with new business partners.

## 2025 OFFER-BASED COMMUNICATION

With the TIMOCOM Messenger integrated into the freight exchange, customers have a secure communication channel within the Road Freight Marketplace. Communication is tied to specific freight offers and takes place exclusively between verified members of the network. This way, the TIMOCOM Messenger reduces response times, consolidates messages related to individual offers, and increases the efficiency of business processes.



# TIMOCOM BY THE NUMBERS

 **>55,000** CUSTOMERS

**>156k** **299** telematics providers  
SYSTEM USERS CONNECTED 

**>690** EMPLOYEES  from **40** different COUNTRIES

 **29** LANGUAGES spoken by the customer service team 

 **43%** total percentage WOMEN  **36%** of women in MANAGERIAL positions

AGE RANGE **18** to **64** years

AVERAGE AGE **41** years old





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