

# PTV xServer Supports Customers in Meeting Critical Delivery Deadlines



## About Express-Kurier-Europa



Since 1983, Express Kurier Europa GmbH stands for transport services out of one hand. The company has continuously expanded and now operates five offices in Germany and Austria. They manage a professional and permanently available fleet of various vehicles focusing on urgent and time-sensitive deliveries. Express Kurier Europa guarantees direct and uncomplicated transport within Europe.

## THE TASK

Express shipping, direct delivery, courier services, hazardous and frozen goods transport. These types of service require extremely fast response times and uncomplicated processing. The international forwarding company Express Kurier Europa has specialised in providing these services - and has developed its own software, dispotex, for the job. Striving to continuously improve its customer service, the company decided to look for an additional solution that allows for both localisation and visualisation of their vehicles. With TomTom Business, which allows Express Kurier to locate its vehicles, they found the first cornerstone of their add-on solution. They then looked for a tool that allows to visualise the vehicle positions on a digital map and provides professional route planning services. But it also needed to have an automatic geocoding function to geocode trip positions and master address data.

Before using TomTom Business and PTV xServer, the dispatchers had to call drivers to find out their current location. "The dispatchers entered the information into a text field and the drivers were informed of destinations by phone or via an SMS portal", says Angela Seitz, Director of Kurier Express IT. "For route calculation we used standalone solutions like AND and Google Maps. The whole procedure was complex and time-consuming".

## THE SOLUTION

Three of PTV's xServer components meet all requirements of Express Kurier Europa: "We were switching to the TomTom Business telematics system, so we decided to extend our dispotex software to a professional and complete high-end solution by integrating several PTV xServer software components.

We got the map material, i. e. Teleatlas, and several features for route planning and calculation from PTV. PTV xServer takes care of reverse geocoding the position data received from trucks and transporters. This ensures that our dispatchers always know the current position of each vehicle.

### ADVANTAGES OF PTV XSERVER

- No development of proprietary software tools
- Reliable standard technology
- Straightforward integration
- Extensive service and support
- Extensibility through modular design
- Scalability
- The latest maps and data
- Customised settings

Read more at [xserver.ptvgroup.com](http://xserver.ptvgroup.com)

**“The PTV xServer modules have turned our in-house developed scheduling software into a complete solution. The modules have become indispensable to us - especially when used together with TomTom Business. The processes are now optimally tailored to our needs and our response times have been considerably reduced, so that we’re now able to provide our customers with excellent service.”**

**Angela Seitz, Director of IT Express Kurier Europa**

### THE RESULT

PTV xServer integrated into the dispotex software means: Express Kurier can now see all vehicles on the map in real time - and depending on object availability, the vehicles are displayed in different colours. This provides the basis for immediate and reliable responses to our customers’ enquiries. If a customer asks for a specific transport from A to B with a stop in C, the function “Find closest suitable vehicle for customer inquiry” immediately informs them whether a vehicle is readily available or whether they should expect some waiting time. “The enquiry is saved to the system and can be directly processed as a transport order, including any number of loading and unloading sites”, Angela Seitz explains.

Since the vehicle positions are always known, transport can be traced on the integrated Teletlas map. In addition, TomTom Business continuously reports the status of each order back to the system. “We are very happy with the software”, says Angela Seitz. “Moreover, the service PTV provides shows they are an excellent and fair partner, who also recommends other specialists if needed. This is how the company Geoconcept got involved: PTV recommended them to make some of the technical enhancements. The whole project was a very successful cooperation of several experts. And this success is confirmed by the positive feedback we have received from our customers.”

