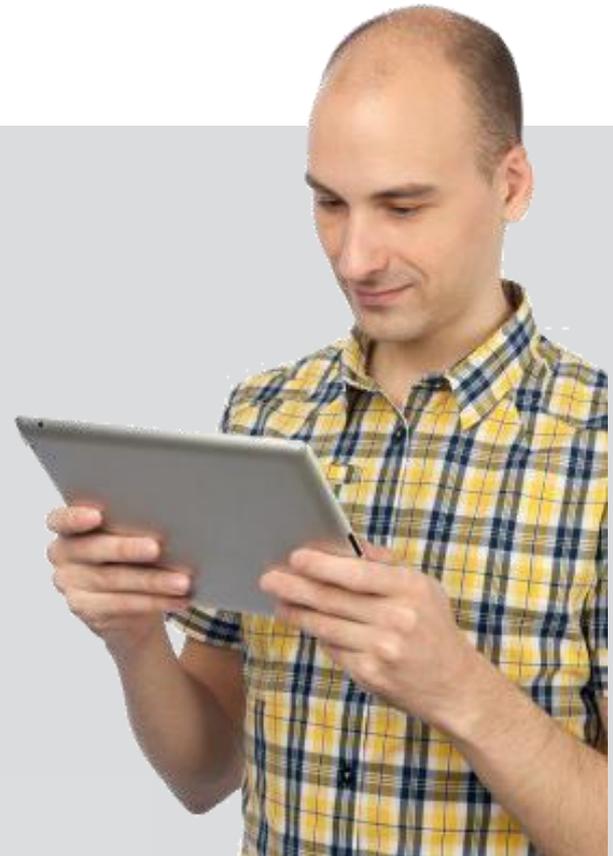




**suncode**  
business process management



# IMPLEMENTATION OF THE IT WORKFLOW SYSTEM IN SOLLNER LOGISTIC POLSKA



SOLLNER LOGISTIC POLSKA IS A BRANCH OF SOLLNER GROUP. THE GROUP HAS A STABLE POSITION ON THE TRANSPORT MARKET. SOLLNER GROUP IS PRESENT ON EUROPEAN MARKET IN GERMANY, POLAND AND FRANCE. THE COMPANY HAS OVER 60-YEAR-OLD TRADITION AND HAS AS WELL AN IMPRESSIVE FLEET OF 180 TRUCKS AND TRUCK TRACTORS WITH TRAILERS. ANUALLY, SOLLNER GENERATES 40 MILLION EUROS OF PROFIT FROM SELLING.

THE POLISH BRANCH OF THE GERMAN COMPANY SOLLNER WAS CREATED IN 1999 IN SOUTHERN POLAND AS A SMALL TRANSPORT COMPANY EMPLOYING ONLY A COUPLE OF WORKERS. SOLLNER LOGISTIC POLSKA DIDN'T HAVE ITS OWN FLEET THEN. IN 2003 THE COMPANY'S HEADQUARTERS WAS MOVED TO POZNAŃ AND IT IS THERE TILL NOW. POZNAŃ COMPANY SOLLNER LOGISTIC POLSKA SPECIALIZES MAINLY IN TRANSPORT, SHIPPING AND WAREHOUSE SERVICES.

# ANALYSIS



Transport market is very competitive. Sollner company targets clients from manufacture branch which works in accordance with a just-in-time method. Hence, Sollner has to run errands on time in order to avoid unnecessary standstills.

For a company to perform well and develop, proper tools for work optimization are required. A system which provides quick access to information and enables data analysis is necessary. Sollner's directors have decided to implement Plus Workflow and enhance transport process.

# COOPERATION ORIGINS

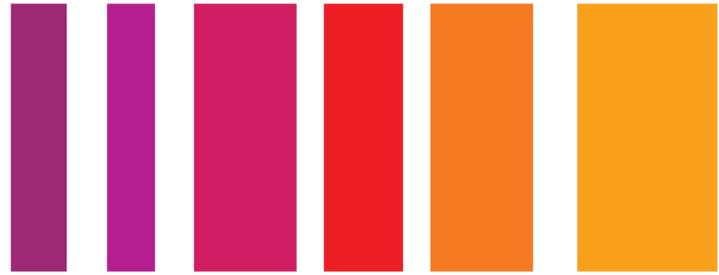


Sollner company got interested in the systems enhancing workflow because of ongoing changes in a client's expectations in terms of transport. In order to enhance information flow, the company has decided to implement a system for business process management. One of the leading companies implementing workflow software – Suncode – has been invited for cooperation. Sollner company sought for a system for transport improvement, so implementing the system in a company which Sollner works for was an important aspect.

In 2012 the cooperation between Suncode and Sollner began. It started with thorough analysis of a transport process. After that, a decision about optimization of the key process and implementing Plus Workflow for transport management was made. The aim of the project was decreasing labor intensity of the basic activity processes of the company and improvement of information flow concerning transport in progress. At the beginning, the project included reflecting the process of transport management in Plus Workflow system, in particular transit time between two locations.



# IMPLEMENTED BUSINESS AND TECHNICAL SOLUTIONS



## TRANSPORT MANAGEMENT PROCESS

The project of implementation of business process management system Plus Workflow included computerization of the transport process. Due to that, authorized users can monitor process flow in real time. Plus Workflow system processes information about transport status and data concerning transits. Suncode's consultants, together with Sollner's team, have built a process map which is now reflected in the system.

The process of transport management consists of several stages. The standard process pass includes: provider's loading, truck departure from provider's location, truck arrival to a customer, truck departure from a customer, truck arrival to a provider and unloading. These stages are reflected in the system in task to do forms. Users are participants of the process.

Each stage is executed by a truck driver who transports loading. The first task is to fill in an electronic form and providing information about required transport data, e.g. information about a truck and type of transported goods. In the next stages, a truck driver's tasks are reduced to task

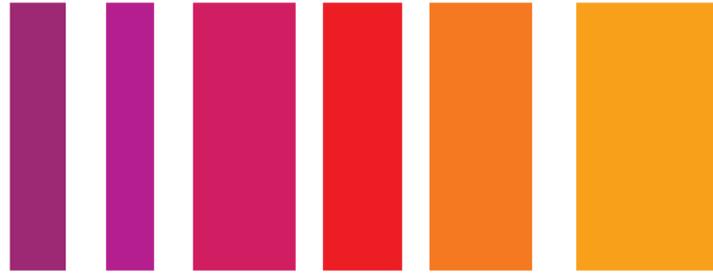
acceptance – providing arrival and departure time. After completing a task, the system changes transport status automatically.

In the process, time limits for task realization has been imposed. In view of domestic transport specifics, a driver should reach a client within 30 minutes. Basing on task completion term, the system counts transport time between two locations. If a task is not completed in due time, the system sends email notification about transport delay to a manager.

Computerization of the domestic transport process has eliminated the duty to fill in transport document manually. Now, a driver fills in electronic forms and deadlines of each transport stage are saved automatically. A driver is obliged only to confirm task completion in Plus Workflow. Time of each transit is counted as time differences between deadlines in the system. Authorized users have an access to ended processes history. The basic process history includes completed tasks list with start and end date together with a name of a person who provided transport.



# IMPLEMENTED BUSINESS AND TECHNICAL SOLUTIONS



## DELIVERY VERIFICATION MODULE

Soon after first process implementation, Sollner's directors decided to develop the system. Hence, the second process which has been computerized is the process of loadings verification. Due to that, there is no option that a driver sets off with a loading inconsistent with a client's order. The module of delivery verification processes information about awaiting for realization loading and those on road. Suncode's consultants implemented the dedicated module in Plus Workflow for Sollner. The module is used for verification of an accordance of a loading with an order and for confirmation of made deliveries.

In the project, barcode have been used for process enhancement. Each truck for parts transport has its own ID number and barcode. Before loading, a user has to scan a truck's code.

The system verifies whether a truck's loading is consistent with on order. Each truck driver is equipped with mobile terminal and wireless scanner enabling access to the system in any place.

The module stores information about logged user, his name and surname, date and hour of logging in and a list of trucks prepared for transport. For download data necessary for work with module, Sollner's system has been integrated with external Workflow system used in a provider's of transported parts company. Due to such an integration, information about the number of trucks ordered by a provider and ready to transport is sent to Sollner's system as well as time remaining to parts delivery. The time is counted basing on a date of order send. Standard order realization time is 3 hours.



# IMPLEMENTED BUSINESS AND TECHNICAL SOLUTIONS



The implementation of Plus Workflow has contributed to process optimization and automation. Moreover, it has enhanced information flow between employees. Plus Workflow system has brought many benefits for both C-level and other employees.

The benefits include:

- elimination of manual filling in of transport documents – now, a driver fills in electronic forms and terms of tasks completion are saved automatically. The driver is obliged to confirm a task completion in Plus Workflow. Transit time is counted as time differences between tasks completion in the system.
- Reduction of manual activities in the process – now, the transport is conducted in accordance with

a plan, there is no delay caused by a human error and transported loadings is consistent with an order and delivered in defined by a receiver order.

- Work regardless location – due to mobile terminals, a driver can work in a system regardless location.
- Improving information flow between employees in the office, trucks operators, e.g. in a provider's factory, as well as drivers on the road. Information is sent immediately within IT system which is accessible for 24h.
- Transport time control and transport realization control by Plus Workflow – the module of transport confirmation counts time remaining for loadings delivery to a receiver's factory.

# IMPLEMENTATION SUMMARY



*„Due to Plus Workflow functionalities, employees have access to the platform can check transport status at any time, just as information about a particular transit, i.e., driver's data, transit time and a type of transported goods.*

*(...) Analytic functionalities of the system enable simple and effortless access to desired information". – The excerpt of referential letter signed by Maciej Balanickie, SOLLNER Polska director.*

