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Streamline processes in the logistics Supply Chain of Nabuurs.

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nabuurs
SUPPLY CHAIN SOLUTIONS

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Data event streaming in a marketing process.

SUMMARY Full service logistics provider Nabuurs was struggling with keeping record of incoming deliveries and was looking for a way to improve this. Their previous way of working caused issues when claiming expenses related to faulty products. In collaboration with Datastreams, a custom-made application was created for Nabuurs that streamlines the process of logging deliveries and ensures the burden of proof for declaring costs is met. By using the app, Nabuurs has improved the process of logging incoming deliveries on efficiency and getting compensation for extra costs.

Many costs for the recovering process of faulty loads

Limited information or insights on the deliveries

Cargo logging process is complicated

ABOUT NABUURS

Nabuurs is a leading Dutch logistics provider specialised in optimising and implementing supply chain concepts across the Benelux (Belgium, the Netherlands and Luxembourg) area. With over 20 branches, over 1300 employees and a yearly turnover of more than €100 million, Nabuurs ranks amongst the biggest logistics providers in the Benelux when it comes to fast moving consumer goods. By combining warehousing, transporting and supply chain innovation, Nabuurs is responsible for the way many products find their way from supplier to shelf.

AN INEFFICIENT PROCESS

When moving over 80.000 pallets from various clients to various destinations, managing warehousing and shipping of a variety of products is challenging. Nabuurs noticed that their process of keeping records of incoming deliveries was inefficient, involving a lot of manual work of signing papers by its employees.

"It was very labour-intensive with few guarantees that everything was happening as it should." says commercial director Ard Nabuurs. The case of faulty and missing products on the loads for instance led to extremely high costs every single day, as it took too much time for his employees to restore faults and not all loads were registered afterwards. Because of the lack of a user friendly and automated incoming delivery logging system, the proof necessary when claiming extra costs on clients responsible to these errors was not reliably available. "The entire process from recording errors to sending invoices was very difficult." says Nabuurs, "The lack of documentation often led to lengthy discussions when getting clients to pay a compensation." The director realised that in the interest of its employees, their clients and themselves, an innovation was needed to standardise and digitalise the process to make it more efficient and reliable. But Nabuurs wanted a solution that would not just solve disagreements with clients by presenting proof of the mistakes, they also wanted to come up with a solution to reduce the number of faults in the future.

BUSINESS CRITICAL IMPACT

When looking for a solution to the problem of inefficient record-keeping and difficult cost declarations, Nabuurs turned to Datastreams to find a way to figure out the perfect solution in a short time span. During the first talks, we suggested Nabuurs to not just create a 'tool' to register faulty loads, but to reconstruct their entire process and standardise the registration of each and every shipment.

"We have a better logging process, less costs and happy clients"

– ARD NABUURS

It was necessary that the much-needed change of the logging-process would provide a way for employees to easily register the delivery of pallets of goods and record errors without complex protocols involving paperwork. The solution would also include built-in burden of proof thresholds and a portal for clients to gain insights on the status of their deliveries. After discussing all problems and ideas, we designed and implemented a custom-made application on top of our Datastreams data collaboration platform to tackle their challenge.

With the user-friendly app an employee scans each delivered shipment of pallets to indicate a successful receival. If problems arise, for instance products are leaking or damaged, the app instructs the employee how to proceed. Especially important is that the app prompts to take a picture, ensuring that solid evidence of the error is established. The app processes the data and allows Nabuurs to view the history of their deliveries and export the data. This means that Nabuurs can not only monitor their logistics and spot patterns in faulty deliveries instantly, but also has access to nearly incontestable evidence of these deliveries that won't get lost or forgotten about. Additionally, the clients of Nabuurs also have access to the portal to view their own deliveries, allowing them to analyse their own delivery processes and improve them to reduce the number of mistakes in the future.

BUSINESS VALUE AND IMPACT

Because Datastreams' personal approach in solving Nabuurs' problem, the company has a solution that perfectly fits their needs. To quote Nabuurs: "We got it exactly the way we wanted it." The application is now used daily and has logged over 16.000 deliveries in six months! In this time, the application has significantly streamlined an important process in the company and has ensured that faulty deliveries are dealt with in an efficient and reliable manner. That's not just great for Nabuurs: "Our customers have responded positively to this change. When they get a claim for extra costs caused by faulty or missing products, they have a solid foundation when forwarding the claim to the relevant place of origin."

Explains Nabuurs. He leaves us with the ultimate indication that our solution was a success, stating: "There's no more need for the discussions we used to have with our clients. We focus on a better collaboration together."

+ **Lower costs in recovering faults and more payments of compensation**

+ **Reliable data for operational excellence and finance activities**

+ **User friendly logging process that benefits Nabuurs, its employees and its clients**

"Datastreams worked with us to effectively and quickly solve a problem that was costing us both time and money. The developed app is used daily and we have received positive comments within and outside of our company. I would definitely recommend Datastreams to anyone looking for a tailor-made, stable solution that does precisely what it's supposed to do."

– ARD NABUURS | CEO OF NABUURS