Logwin implements new IT

Next Generation Tracking

Grevenmacher (Luxembourg) – Innovative information technology: Logwin, the global logistics services provider, has deployed a new tracking system. To track shipments around the world, Logwin in now offering even more service – customers benefit from the expanded functionality, individual query capabilities, and faster data transfer. Preparations for the next innovation – the Purchase Order Management system – are already underway.

State-of-the-art software architecture is the basis for the new Logwin Order Tracking System (LOTS). LOTS integrates functionality such as order tracking, an event tool, and data management more powerfully than its predecessor. Users additionally benefit from improved search options, the optimised interface display, and faster queries. Regardless of which continent the person entering data into the system is on, it is available to the rest of the world just a few minutes later.

Simply Retrieving Complex Data

One of the most important features within the tracking system is the automated status logic (Event Tool). This tool constantly compares the planned operations with the events that are actually taking place on the ground. When there are deviations, a yellow or red light lights up. The feature is completely integrated into the tracking system and is shown immediately when the system is started. “Our main goal with the new system was to make all the relevant information available quickly without the user having to switch between different systems,” says Benjamin Haas, Team Leader WMS, SCM & EDI (IT and Workflows) with Logwin. “Despite the extensive amount of information, the display interface needs to remain clearly arranged and user-friendly.”

This was successfully implemented with the new system. Logwin coordinated closely with the commissioned IT company to ensure that this modern standard software was exactly adapted to Logwin’s special requirements. The result is a one-of-kind IT solution.

Security and Data Protection

As was the case with the previous system, Logwin doesn’t count on just one single server, but instead has made provisions for potential IT problems: in this case, the back-up systems begin working immediately without users noticing that a change has taken place. There have been new developments here as well – in the meantime there isn’t just one back-up server for all the systems
Logwin uses. There is now an entire computer centre for this. “Our failure rate is approaching zero,” Benjamin Haas reports.

As to data protection, Logwin is erring on the side of caution for its customers. Since shipment-tracking data involves the transfer of important information and documents, only registered users with a personal password have access to all the relevant data. The data itself is further only transmitted in encrypted form.

Next Steps

The old and new tracking systems are currently running parallel to one another. Logwin can thus gradually convert all customers over to the new system, step-by-step without any gaps in coverage during ongoing day-to-day operations. The ‘dynamic search’ with saved search criteria should be available shortly. In parallel, the IT team is already preparing the next big expansion step: the Purchase Order Management System will be going live in early July with some initial functions.

Advantages of the new tracking system in detail

- Type and number of shown tracking results are variable. The results can be downloaded as an Excel data sheet for additional processing.

- Users can now save comments to the individual statuses.

- The Document Management System is directly integrated into the system – shipment documents saved here are now also automatically available within the tracking system.

- The ‘dynamic search’ will be available soon. Users can then save their individual search criteria.

- The tracking system was previously only available in English and German. Portuguese, Spanish, and Chinese will be added shortly.
About Logwin AG
Logwin AG, Grevenmacher (Luxembourg), develops comprehensive logistics and service solutions as an external partner for industry and trade. In 2012, the group generated revenues of 1.3 billion euros and currently employs approximately 5,200 staff. Logwin operates in all main markets worldwide and has over 250 locations across all continents. With its two business segments Solutions (customer-focused contract logistics solutions) and Air + Ocean (global air and sea freight activities), Logwin AG is one of the leaders in the market.

The Logwin business segment Air + Ocean is represented at over 250 locations, of which 119 are wholly-owned, on all five continents. Around 2,100 employees provide air and sea freight transport as well as specially tailored and complex logistics solutions. The focus of our international engagement is in Europe, Asia, Australia, South America and Africa. The global network is reinforced by partnerships across all continents.

Logwin AG is listed in the Prime Standard of the Deutsche Börse. The majority shareholder is DELTON AG, Bad Homburg (Germany).

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