



SKAN·LOG

3RD PARTY LOGISTICS SPECIALIST

The Dropboy Platform helps Skanlog streamline their business

Skanlog is a leading 3rd party logistics specialist offering complete and custommade supply chain management solutions. The company has approx. 450 employees, operates in all the Nordic countries and had a turnover of 700 mio. DKK in 2017. Skanlog primarily uses the Dropboy Platform for distribution of appliances to consumers and manages 500-600 daily shipments via the platform.

Background

In the summer 2015 Skanlog was faced with a completely new challenge. Besides the usual tasks of handling goods from the terminal, returned goods and damaged goods. Skanlog also had to handle distribution of appliances to consumers.

In order to do so Skanlog needed an it-system to support the business processes and to manage agreements and daily business with haulers delivering the goods.

The logistic set-up also had to be a contributing factor in supporting Skanlogs growth ambitions on the private consumers market; a market which is typically quite price sensitive. Efficiency gains was thus a must to meet the demands for competitive prices and enabling very precise delivery times.

Digitization of business procedures

Skanlog saw the possibility of utilizing the Dropboy platform to streamline their business and digitalize as much as possible. As a result, today all order entry, route planning and track & trace is managed digitally and via PC and smartphone.

Key Account Manager at Skanlog, Bjarne Henriksen, explains: "Thanks to Dropboy we have been able to manage and archieve all bills of ladings electronically. In the past these were manual processes where we sorted and kept all

the bills of ladings in physical binders.

Not only did it require time, but all the paper and binders also took up space. Now everything is done electronically. The Dropboy platform stores all the bills of ladings in the cloud and digitalization has resulted in significant time savings for the entire organization."



Bjarne Henriksen, Key Account Manager at Skanlog.

Improved customer service

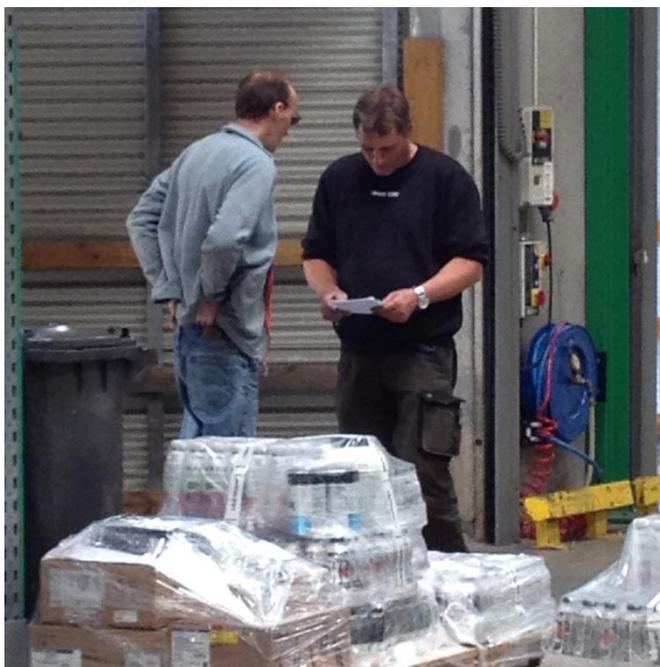
The customer service towards end-users has improved significantly. Thanks to the digital solution offered by the Dropboy Platform, which includes geo-tracking of all shipments, the end-user is always able to follow in real-time when the shipment will arrive.

"When the driver leaves the terminal in the morning a status update is dispatched to the customers recieving the goods during the day ", Bjarne Henriksen explains. "In case there is delay that effects the delivery time the customer is notified at once and informed about the new etimated time of arrival".

Improved and easier access to documentation

Over time, together Dropboy and Skanlog has developed and improved the platform. Documentation is one of the areas of improvement. Bills of lading are signed digitally and the driver always takes photos of the goods when delivered. The photos help document place of delivery and the condition of the goods.

Bjarne Henriksen explains: "We often have cases where a customer might say that the driver was not there at the specific time. With the Dropboy Platform we can now track and display on a map that the driver was indeed present at the right place and time."



The result

Skanlog currently has a set-up that makes it possible to out-source distribution tasks to one or more haulers in a competitive and scalable way. It has helped support Skanlog's ambitions in the private consumer market, where they constantly get new customers onboard.

For Dropboy the project has also created a lot of value and left its mark on the distribution in the Dropboy platform.

"Through this project Dropboy has got a lot of experience and the opportunity to test both ease of use and processes for the benefit of future customers", Bo Alexander Barfod, CEO in Dropboy explains.

-And Bjarne Henriksen; Skanlog supplements: "Without the Dropboy Platform it would have been very difficult for us to be competitive enough in the consumer market".