

SUCCESS STORY



GO! Express & Logistics is a pool of medium-sized courier and express providers with 13 shareholders in Germany. GO! stands for the safe transport of timesensitive shipments – regionally, domestically, internationally.

The company employs a total staff of more than 1,400 and more than 3,000 couriers in over 100 GO! stations in Germany and Europe and serves over 77,000 customers. In 2014 5 million overnight shipments were forwarded.

” With AXIT we have made a decision for a **specialist** who has been operating a well-established **platform** which ensures a permanent flow of data for years. Due to the cloud technology no local installation is required and we can easily use this **portal solution** together with our customers.

*Dr. Markus Altmeier
Head of IT, GO! Express & Logistics*

Makes customers mobile: The portal solution for GO! shipment management and tracking

The world of courier and express providers is all about premium shipping services. Every shipment not only needs to be delivered extremely quickly but also at the right time. It is important to keep an eye on all shipment-related processes. Following an invitation to tender the courier and express provider GO! Express & Logistics makes a decision for AXIT. The task is to develop a high-availability portal solution on shipment entry and tracking for GO!'s customers. As an enhancement to the tracking solution GO! – being one of the first providers in this segment – in cooperation with AXIT launches an application (app) for electronic shipment tracking for iPhone and iPad. Further mobile services like viewing delivery receipts (POD) as originals are added. The basis for these mobile services is provided by the logistics IT platform AX4. Up to 15,000 GO! delivery receipts are mapped electronically via AX4 every day and can be viewed, emailed or downloaded at a mouseclick.



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Mobile services like the ones that GO! Express & Logistics offer their customers are not only an expression of a high degree of service quality but also an instrument of customer retention. Being able to view shipment information at any time on a smart phone using one's finger tips gives a feeling of security and creates confidence in a company's performance.

THE REQUIREMENT

The AX4 portal solution is to enhance customer service by shipment management and is supposed to be available 24/7 from any place. A mature standard ensuring stability and transparency with drastically rising shipment numbers is required. At the same time surface and functions need to be adaptable flexibly to GO!'s needs – and that means by GO! themselves – without further IT support by AXIT. Besides web-based shipment entry and tracking there is a need to integrate check routines with the system, e.g.: can the delivery date requested by the customer be met? Questions like these need to be answered reliably even before entering the shipment into GO!'s system by comparing time of pick up and time of delivery.

THE SOLUTION

With the cloud-based logistics platform AX4 GO! uses a solution which makes shipment entry for customers quick, easy and comfortable. Shipments entered and released by customers are directly transmitted to the respective GO! branch through AX4. Required barcode labels can be printed through the system with all shipment data. Also tracking is possible via AX4. To ensure this GO! transmits all tracking data from their internal system to AX4 where they are available for the customers through their web accounts. If the customer requests changes function and design of the user interface for individual branches can be adapted flexibly. Based on AX4 an application (app) for electronic shipment tracking is developed so that customers can view their shipment information via iPhone and iPad when mobile.

THE RESULT

Meanwhile more than 2,000 users use GO!'s web-based service for shipment entry and tracking. More than 5 million shipment data are handled through AX4 per year. Besides the customers also nearly 100 GO! stations have access to AX4. With the AX4 Open Tool GO!'s IT headquarters can make adaptations to the AX4 screen and quickly and easily modify existing applications. GO! stations can use their AX4 Open access to individually add and unlock accounts for new customers.

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