THE LOGIC FACTORY

REINING

A HASSLE-FREE HOSTING EXPERIENCE

Reining is a full-service logistics provider that prides itself on providing optimal customer service through innovation and a focus on sustainability. Headquartered in Kolham, the Netherlands, Reining has an annual turnover of roughly €55 million and operates a further four branches in Germany and one in Hungary.

With over 450 employees, 350 trucks, Reining provides transport and warehousing services to a broad range of industries, including packaging, hygiene, expo and event transport, and automotive.

THE CHALLENGE

Today's consumers have high standards, and they expect their goods to be delivered accurately and on time. Reining plays a vital role in its customers' supply chain by focusing on delivering products on time and in full (OTIF). Satisfying these needs will result in more future business and collaboration for all those involved in the process.

According to Evert-Jan Hes, Teamleader Business Support & ICT at Reining, the company previously relied on outdated, custom-built software that required manual changes, making the entire operational process inefficient. The software was hosted locally with additional managed services provided by a consultancy agency. This made resolving problems tedious and time-consuming, leaving the IT department feeling burdened by a heavy workload.

One of the main concerns of transitioning from a legacy system to new technology is that it can be expensive and resource-intensive. Therefore, Reining needed a reliable partner that was not only familiar with the ins and outs of their business but also cost-efficient and capable of delivering the ultimate customer experience.

THE SOLUTION

In 2007, Reining selected DELMIA Quintiq Logistics Planner to improve its logistics services. Since then, this reliable integrated planning system has enabled the company to constantly keep customers informed on loading and delivery times, resulting in greater customer satisfaction. For Hes, the application "is a key piece of software for our customer service, order planning, and follow-up planning departments."

Recently, Reining introduced automatic emailing of the planning results to charters (subcontracted drivers) who don't have access to the information that is provided to board computers in Reining's own trucks. This enables the communication of all the essential planning information, pickups, deliveries and ETAs to charters. Furthermore, it also enables charters to share information with the planning system, for example, which truck will be executing the route, and which driver is planned. This ensures integrated planning, which means all planning decisions are now made and visible in one system. Since it deviates from the standard, the planning system needed to cater to these new developments. Fortunately, the flexibility of DELMIA Quintiq Logistics Planner allows for such adjustments. Assisted by the team at The Logic Factory, Reining was able to replicate this new operational reality in the software model.

As described by Hes, "Any other tool available in the market will have a hard time matching the DELMIA Quintiq Logistics Planner." And by having all of the applications managed or hosted by The Logic Factory, Reining could fully realize all of the benefits of having a full-service, Platinum DELMIA Implementation Partner as its service provider.

THE RESULTS

Reining is one of The Logic Factory's longest-served Continuous Services customers. They initially started as a Support and Application Management customer and now benefit from full hosting, which provides additional security in the knowledge that all of their data is stored within their own country.
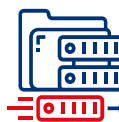
> *"I would describe the relationship with The Logic Factory as very hands-on with short lines and respectful communication. Like every long-term relationship, it has its ups and downs, but with frank and honest communication, we always find a solution."*
>
> **Evert-Jan Hes**
> Teamleader Business Support & ICT

By hosting everything within one environment and having only one single point of contact to liaise with, Reining was able to:

Identify problems and come up with effective solutions quickly

Simplify communication between multiple software applications

Reduce the workload of the IT department

Moving forward, the transport solutions company aims to continue leveraging the DELMIA Quintiq Logistics Planner and The Logic Factory's expertise to optimize its operations.

> *The decision to move our application over to be fully-managed by The Logic Factory was based off of two related factors. We've found that by allocating all of these services under one provider, we save time and ultimately money... By moving our environment over to their servers, we've essentially streamlined all possible support services and have one single point of contact.*

Evert-Jan Hes
Teamleader Business Support & ICT

Benefits of Hosting from The Logic Factory:

Cost-effective - choose the level that suits your business

Flexible and secure - easy to scale and migrate

Safe and reliable - our datacenters are ISO27001 certified

Supported by highly qualified DELMIA Quintiq consultants

Hosting from The Logic Factory is available for all DELMIA Quintiq solutions anywhere in the world.

ABOUT THE LOGIC FACTORY

The Logic Factory (TLF) is a global Supply Chain Planning and Optimization consultancy whose mission is to help customers make lasting performance improvements through optimized planning in the domains of manufacturing & supply chain, logistics, and workforce.

We offer high-quality planning, scheduling, and optimization solutions as well as hosting, maintenance, and support services. We believe in building long-term relationships based on mutual trust – as a valuable partner that supports business growth.

Having worked with DELMIA Quintiq for around 15 years, we are particularly adept at implementing and supporting Quintiq software. We are proud to be a DELMIA Quintiq Platinum Implementation Partner.

in **thelogicfactory.com**

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