

# PTV Intertour has been a 100% success

## Demanding trip planning professionally solved for Iwanter

At Iwanter between 1,800-2,000 customers are planned daily and the orders are divided amongst 183 vehicles. The interactive trip planning program PTV Intertour could considerably optimise this process. Manager Jürgen Schmitz: "For me PTV Intertour is the only product on the market that works at this speed. We now plan the enormous amount of customers in under ten seconds with a manual processing time of two to three hours. Dispatchers used to work on this for the whole day."

The Iwanter Transport GmbH was founded in 1949 and has around 480 employees. The transport company with delivery focus in Berlin-Brandenburg specialises in trade logistics and some famous departments stores are now amongst their customers.

User: **Iwanter Transport GmbH**, founded in 1949, delivery focus in Berlin-Brandenburg, specialists in trade logistics. Customers are, for example IKEA, Karstadt.

Task: Daily planning of over 183 vehicles with orders for around 1,800-2,200 customers.

Solution: The professional trip planning program PTV Intertour

## A decision which paid off

In 1997 Iwanter decided to use a professional planning system. Due to the various locations the introduction of the system took place in three project sections. "After two years of intensive market observation we made the right choice in deciding on PTV. Our main aim of reducing overtime was reached within three to four months, despite the driver's disbelief. In addition, in the first project step, three vehicles with six employees could be saved. As these could be employed elsewhere in the company due to our continuous growth, PTV Intertour has been a 100% success for us. The investment paid off within six months, which is of course a dream come true for a businessman."

## Extending the success

In 1998 Iwanter with PTV and Fugon, Berlin, a provider of GPS navigation technology, equipped their first 20 vehicles with GPS. With the add-on module PTV Intertour/Fleet the vehicles are located and

monitored. In addition, information exchange is possible using SMS and a direct return message to the dispatcher is possible. This means Iwanter can always give an accurate reply to customer questions.



Jürgen Schmitz, general manager of Iwanter Transport GmbH, Berlin

The trip data planned with PTV Intertour is also transferred via SMS to a display in the particular vehicles. Since 1999 delivery times can be requested by customers using a speech computer system and the remaining vehicle fleet has been planned with PTV Intertour and equipped with GPS.