



KLG
EUROPE

**DELIVERING
OPTIMAL QUALITY,
RELIABILITY AND
EFFICIENCY IN
GROUPAGE**

Founded in 1918, KLG Europe (Kuijken Logistics Group) is a leader in the European logistics market, specializing in worldwide logistics services and in European distribution of groupage shipments. KLG Europe offers transport services by road, water, and rail as well as value-added services in their modern warehouses.

Based in the Netherlands, KLG Europe's complete package of logistics services cover transport and shipment to over 60 countries worldwide, with a keen focus on groupage deliveries—the combination of several smaller shipments into one full trailer—mainly to and from France. With 17 branches in three countries and a specialized in-house customs

team, KLG Europe provides an intricate and reliable partner network to their customers, delivering fast, cost-efficient, and sustainable services.





THE CHALLENGE

The logistics provider deals with highly complex planning puzzles daily, with a myriad of aspects to consider—working across an intricate logistics network and with multiple constraints and regulations for their various pick-up and delivery points within Europe alone.

One of KLG Europe's key challenges was ensuring efficient routing and scheduling of their drivers and trucks to best manage resources. Transporting a full truck load is relatively straightforward as it involves taking goods from point A to point B. KLG tends to work with smaller or groupage shipments. This combines smaller volumes of goods on one truck (typically between 6-15 shipments) with multiple drop-off points, which makes their planning and scheduling puzzles more complex to tackle.

On top of that, the company struggled with complexities around its logistics operations between the Netherlands and France. While KLG Europe manages most of the shipment in France through their own fleet, they also coordinate small groupage shipments with a third-party transporter hub covering the distribution network's last mile.

For each truck that KLG Europe sends to France, critical decisions must be made swiftly around cost/time tradeoffs - deliver the items straight to the customer on their own or allow third parties to manage a portion of the distribution. Such

complexities made it difficult for KLG Europe to maintain a clear overview of their plans and improve shipping processes.

Where planning is concerned, the company relies on a team of nine planners across three different departments (three each in Export, Import, and its Benelux operations). With the help of the DELMIA Quintiq Logistics Planner solution, they've been able to support their consolidation and groupage transport in Europe through KLG Europe's main hub in Eersel.

KLG Europe needed a reliable partner familiar with the ins and outs of their business to help upgrade and optimize their Logistics Planner solution in order to:

- 01** | Take into account operating hours for other parties within the network to maximize supply chain efficiency
- 02** | Solve inbound and outbound logistics puzzles - find optimal routes for pick-ups from multiple locations in the Netherlands
- 03** | Plan the use of resources (drivers and trucks) for delivery in the shortest time possible to multiple locations in France, while adhering to stringent driving regulations and deadlines

THE SOLUTION



KLG Europe knew the value of The Logic Factory's expertise to fully execute their DELMIA Quintiq planning projects as well as their high level of customer support for application management and hosting of DELMIA Quintiq environments. As KLG Europe's logistics puzzles are highly specialized and complex, they put their trust in The Logic Factory's unique understanding of their business and ability to manage such levels of complexity.

The solution was re-built to fit the current needs of KLG Europe, upgrading it for peak efficiency.

With the enhanced DELMIA Quintiq solution, KLG Europe can continue to significantly improve capacity and resource utilization, for example, more accurate estimates of loading and unloading times at customer sites and smarter decisions in matters such as cross-docking—and at the lowest cost possible.

In fact, in one of the company's latest projects, which involved splitting deliveries into three stages—based on three different postcodes—the solution demonstrates its ability to automatically calculate delivery and pick-up time windows as well as lead times for transport to various locations. Automating decisions wherever possible helps unburden KLG Europe's planners, allowing them to focus their expertise and time on higher-value tasks.

THE RESULTS

Supported by DELMIA Quintiq and The Logic Factory's consultants to ensure an up-to-date solution that is in line with KLG Europe's business drivers, the company was able to better manage their business growth, leading to:



Improved clarity, visibility, and agility in planning



Increased control span for planning and reduced number of hours for planners



Improved foresight and the ability to create flexible plans thanks to real-time monitoring



Optimal loads to minimize empty miles by leveraging smart route suggestion to calculate the best routes based on cost and duration

Moving forward, the logistics provider aims to continue leveraging DELMIA Quintiq to minimize empty miles and maximize fill rates even more effectively.



There are few solutions that can really deal with the complexity of our planning. DELMIA Quintiq provided a perfect fit, but after more than 10 years, we really needed to upgrade to ensure it continues to provide the best decision support for our planners. The Logic Factory was the obvious choice due to the high level of expertise, but also their knowledge and ability to really understand our business.



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