



USE, ROLL OUT AND FURTHER DEVELOP FLEX MARITIME LOGISTICS AT VOLLERS GROUP

“Today, IT is part of the business, if not the business itself: top-notch IT makes us successful in our business. Ultimate Software’s dedication to this segment in the market, providing a solution for a wide range of services, is really cool.”

Christian Vollers, Director of Vollers Group GmbH, explains their challenges in maritime logistics and tells about their partnership with Ultimate Software for solutions.

Introducing Vollers

Vollers is a logistics service provider for traders and producers in e.g. coffee, cocoa and tea, operating internationally and located in 11 cities. Vollers delivers services for the complete chain from releasing sea containers to storage in their warehouses and commodity specific services like blending coffee or aromatizing tea. Vollers is known for their high-quality service and for their expertise both in logistics and in the goods themselves. Nowadays they take care for the organization of releasing containers, customs, terminal handling, transport, unloading, quality control, taking samples for traders, storage and transfer of goods stored to new owners. Vollers is unique in the combination of commodities expertise, having the right facilities and being a logistics service provider.

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CHALLENGE
ROLLOUT OF FLEX
MARITIME LOGISTICS TO
ALL OUR LOCATIONS

SOLUTION
A HANDS-ON APPROACH
FOR QUICK WINS AND
THEN GROW

“Most of the services we provide, have been built into the ERP solution we implemented: Ultimate Software’s Flex Maritime Logistics, based on Microsoft Dynamics. As we serve customers from more than one location and think it is important that customers experience the same high-quality service from any location, our primary focus is the rollout of Flex Maritime Logistics,” explains Christian. “Having the same IT environment and processes at all locations enables us to provide that service level consistently. We now use and further develop the system in Bremen, Genoa and Bury St Edmunds and the rollout is done for Antwerp, Hamburg and Amsterdam soon to come.”

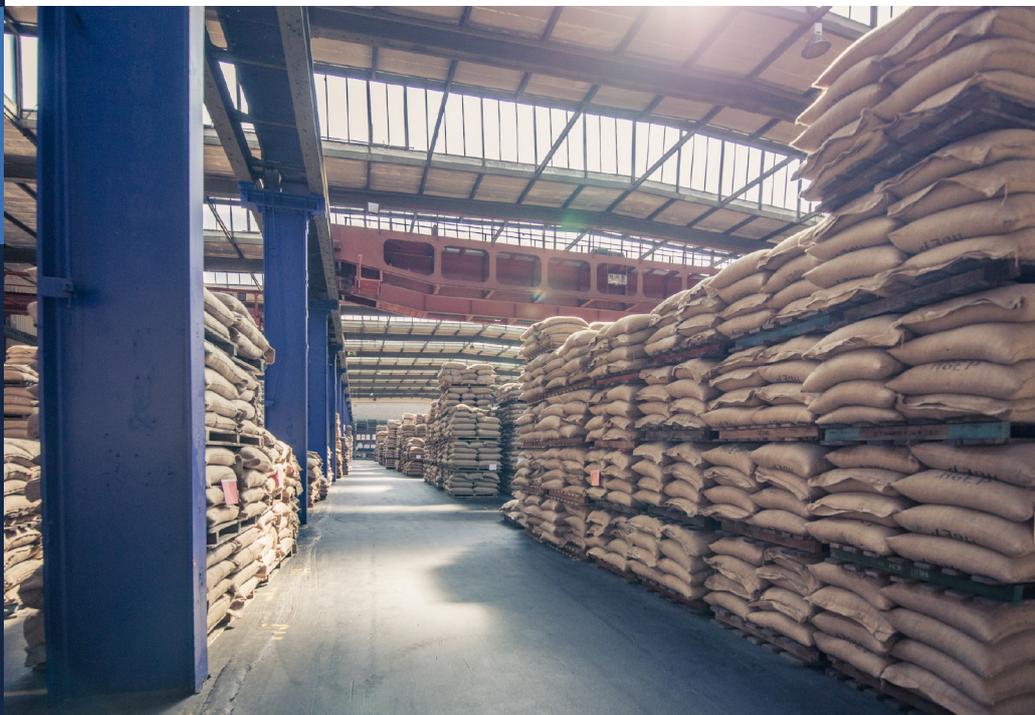
“Today, IT is part of the business, if not the business itself: top-notch IT makes us successful in our business. We are producing a lot of data and - to better understand our organization and the needs of our customers - we are now tapping into this data pool. Our processes start to become more transparent, both internally and for customers. On the stable platform we now have, we have been working with Ultimate Software to fulfill new customers’ needs, like their preference for more self-servicing possibilities.”

“Because of our primary focus on the rollout, we need the mindset to make it work. With their hands-on approach Ultimate Software helps us to manage the rollout. If we run into a functional gap, they can easily identify a workaround, as they know all about the software and the process requirements.

Quick wins are crucial in any IT project, start small and then grow. It energizes people to quickly see the benefits of their efforts, it helps for internal acceptance of the project. And it creates enthusiasm amongst customers, if they see it works, customers really want to adopt it and help it grow.”

“The increasing use of digital technology, as we are expanding the system, implies several benefits in managing our workload and in meeting the needs of our customers. With our customer portal ‘V-connect’ for example, we launched a self-service solution for customers. In our business we work with complex order types, but now customers can do the order execution themselves. They log on, find the stock in our warehouse needed for service fulfilment and order the services they need. Customers want to act independently and stay in control themselves; this is faster, reduces errors and simplifies reconciliation. Vollers is here to perform the physical service and serve customers with ‘real’ service instead of data entry.”

“As we want to provide the same high-quality service from any location, our primary focus is the rollout.”



“After having worked together for a few years now, we can say Ultimate Software found a very stable customer and we found a very stable partner in IT development. They always try to evaluate what they should do for us. We do not have a typical supplier - buyer relationship, we are partnering and we are there for the long run. We have always been able to adapt together. During this project we did not have a single approach, we were always prepared to talk and fix things if we ran into roadblocks.”

“Ultimate Software hires excellent people and the technology is good, due to Microsoft’s innovation as well. Their international scope is wise as they are good at managing cultural differences. In my opinion, their directors should always stay in customer contact. And Ultimate Software’s dedication to this segment in the market, providing a solution for a wide range of services, is really cool.”

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