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CUSTOMER SUCCESS STORY W.E.C. LINES

“We save a lot of time through the automatic processing of the invoices from the agents. The benefit in the invoicing department is 2 FTE on an annual basis”, Johan den Hartigh, cost and revenue controller at W.E.C. Lines.

W.E.C. Lines

W.E.C. Lines B.V. in Rotterdam is a dynamic maritime transport organization that specializes in the transportation of containers. Their services mainly focus on England, Portugal, Spain, Canary Islands, North Africa, East Africa and Cuba. Johan den Hartigh has worked for more than 14 years at W.E.C. Lines and is responsible for the ERP project at W.E.C. Lines.

Former situation

Johan den Hartigh starts to enthusiastically tell his story. “At W.E.C. Lines we work with agents across the entire world. They reserve containers for the transport of cargo for our customers. These agents enter their reservations directly via the Odyssey online reservation system. When the reservation has been entered then Odyssey generates a bill of lading. This contains all the information about this reservation and the costs for transporting this cargo. Previously this bill of lading was checked manually and entered into our Coolplex custom software solution on the AS/400. In this application we then calculated the end result of the journey. At a later stage there was a connection with Odyssey and the reservation details were imported via a file. However, the data in this file was incomplete. We had to check this data manually and add details about the customer. Finally, the end calculation was also still carried out manually. You can imagine that this large amount of manual data entry required a lot of effort and that this increased the chance of errors. The invoicing had to be made simpler to produce a better budget and be able to achieve an improved result. In short: our software was due for replacement”.

Former situation

- Incomplete import of Odyssey data.
- Manual input.
- Manual check.

Solution

- Already performed a fast Testdrive during an introductory session.
- Developed own software called ThinkWEC.
- Connection made with ProActive and FIS.

Future

- Integrate an outdated Maintenance and Repair module on the IBM/AS 400 into ThinkWEC.
- Damage observed during the final inspection can be entered into ThinkWEC via a tablet.



The solution

“During the acquisition phase Thinkwise already provided proof with their Test Drive that our business processes presented no problems whatsoever for them. During the intake for the Test Drive they knew within less than 2 hours how our business processes work. This gave us confidence for the rest of the ERP project. During the remainder of this project our software solution has been replaced by the Thinkwise solution: ThinkWEC. When agents now enter a reservation into Odyssey and this reservation is made definite then a message is automatically sent to ThinkWEC. ThinkWEC subsequently generates a calculation with the result of this shipment. There is no more manual input of data, there are no more files imported and the calculations are carried out automatically by ThinkWEC on the basis of carefully entered calculation rules. A connection has been made from ThinkWEC with ProActive and FIS. ProActive is a digital archive for purchase invoices in which purchase invoices are processed. The financial settlement takes place in FIS”.

Reduced workload and time savings

Time saving is the main theme through Johan den Hartigh’s enthusiastic story. “We save a lot of time through the automatic processing of the invoices from the agents. This had saved 2 FTEs in the invoicing department. The workload has been reduced and they have gained time for other activities such as, for example, in the area of management support. Now that the management information is integrated in ThinkWEC, individual Excel applications are a thing of the past and our information is always up-to-date”.

Future

“At this moment we are still working on the IBM AS/400 with an outdated Maintenance and Repair module. We also want to integrate this into ThinkWEC. This means that after the inspection of a container processing the data takes place automatically in ThinkWEC. During the final inspection damage can be observed that is entered into ThinkWEC via a tablet. This results in automatic processing with a photo and text to the repairer and invoicing. This also results in more efficiency and time savings”, as Johan den Hartigh finished his story.

“We are extremely happy with the cooperation with Thinkwise. This has gone really well right from the start.”

During the project we also had many additions and new ideas through progressive insight. Thinkwise provided us with advice about this and together we decided which insights this produced in the new software.

These were implemented quickly and without any problems resulting in a software solution that fits 100% with our business processes and which in the future we can easily and quickly modify and expand. Not only the software but also the cooperation with Thinkwise has whetted our appetite for more. We are now continuing with achieving our ideas for the future”.