



### ICT LOGISTICS CASE

**ICT Logistics** allows **wholesaler with passion for fruit and vegetables** to deliver fresh produce in time, every day of the week

*'The last mile solution of ICT Logistics ensures that the catering industry is supplied with fresh produce at the right time'*

Wholesaler Rungis, a specialist in fruit and vegetables for the hospitality industry, catering companies and food professionals, was founded in 1985 and has grown steadily ever since. In 2011, the company moved from the Handelsweg in Ridderkerk to the Handelscentrum in Barendrecht. Rungis has over 200 employees and supplies the catering industry 24/7. With a range of some 4,000 products from all over the world and a renovated cutting kitchen, Rungis continues to grow.

#### Efficiency and service improvement

Rungis' growth imposed an increasing need for real-time insight into the delivery processes. At the same time, Rungis wanted to get rid of most of its paper administration and manual processing in order to reduce possible errors. Another factor was Rungis' drive to improve service and information to customers, which is a high-priority area within its operations. Because traceability of products is crucial from the start, Rungis also wanted more control and insight into the collection rounds of fresh produce at growers' premises.

"Ton Segers, logistics manager at Rungis, was the

supporting force within this project. Thanks to his experience with ICT Logistics last mile solution, he knew exactly what benefits ICT Logistics could offer Rungis." says Patrick Nesse, Business Development Executive at ICT Logistics. Segers started by mapping the desired process in detail on a whiteboard, and subsequently linking the process to the required functionalities. This thorough approach clearly paid off.

Nesse: "We knew exactly where we stood during the implementation. After all, our last mile solution is already deployed at several wholesalers, so it came down to replicating the existing solution with a



minimum of customisation. Whether it's a wholesaler of car materials or fruit and vegetables, the scope of the solution is 90% the same."

### Full digitisation

The last mile solution is used by over 25 drivers, and the distribution process is now fully digitised. "In the past, printed packing slips were supplemented by the driver and later on they were verified manually and corrected in the back-end system. Now, almost everything is digitised: from the registration of deliveries, returns and packaging to signatures at the customer, pick-ups at the suppliers, delivery notes and even a photo of the fuel receipt for return to the depot." continues Niki Schuitvlot, Business Consultant at ICT Logistics.

### Additional benefit

An additional benefit for Rungis is that drivers can now record digital exceptions at any point in the process. What's more, the last mile solution provides a complete overview for planners, which allows optimisation at route level and makes customer visits even more efficient. "All in all, this has made the process faster, more efficient, less error-prone and more insightful. A very nice leap forward for Rungis," says Schuitvlot.

### Number of delivery errors has been reduced significantly

By recording all shipments and packaging at the depot before departure and during customer visits, the number of delivery errors at Rungis has

*"Rungis aimed to optimize routes and introduce a "paperless" driver as part of their sustainability initiative. After research, ICT Logistics emerged as the best partner, and we seamlessly implemented the system in a three-phase approach. This optimized our logistics and made information accessible across all departments. Departments like purchasing and sales are informed in a timely manner, resulting in savings and improved customer service. The collaboration with ICT Logistics is smooth and has positively contributed to our service and quality."*

**TON SEGERS**

Logistics Manager Rungis

been reduced significantly. Rungis also uses the integrated chat module for internal communications and for sending notifications to drivers. Moreover, arrival and departure times at customer locations are now recorded more accurately. This provides the planning department with more insight into the required handling time per location, allowing for optimisation of planning. Telephone contact between planning and delivery staff, which used to be necessary to monitor progress, is now a thing of the past. In addition, the last mile solution





*“Rungis really had a lot to gain. In the past, printed packing slips were supplemented by the driver and later on they were verified manually and corrected in the back-end system. Now, almost everything is digitised.”*

**NIKI SCHUITVLOT**

Business Consultant at ICT Logistics

enables delivery drivers to take photos of the delivered products and the delivery location. This provides additional proof, especially for deliveries at construction sites where no receiving person is present.

#### Valuable extra service

Last but not least, Rungis now sends digital packing slips to customers as soon as the driver completes his visit. This reduces paperwork and provides a valuable extra service to customers.

## Fact box

- **Over 25 delivery drivers** use the last mile solution
- **Standard connection realised** with Reflex ERP
- All functionality was completed with **our standard product**
- **Rungis quickly achieved improvements** in efficiency and increased service levels

Want to know more about this case?



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