

## Schenk Tanktransport schedules its drivers using the ORTEC Harmony staff scheduling system.

Schenk Tanktransport was one of the first companies in the freight sector to use ORTEC's shift scheduling system ORTEC Harmony to schedule its labor and materials. With success! Since Schenk Tanktransport has been using ORTEC Harmony to schedule its drivers, the tanker transportation company has realized major time savings. "Our productivity has grown immensely, yet we still perform our scheduling activities using the same number of planners" says Driver Coordinator, Maarten Maasland.

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Schenk Tanktransport uses ORTEC Harmony to schedule drivers transporting engine fuels. "For this task, we need drivers on a daily basis," says Maarten Maasland. "We use a Transport Management System to schedule our customers' lubricant, bitumen and CO<sub>2</sub> deliveries for which planners assign orders by routings."

Three years ago, before ORTEC Harmony was introduced, Driver Coordinator Maarten Maasland was solely responsible for driver scheduling. He explains this as follows: "For the most part, the scheduling was done in my head and I used handwritten lists. Then somebody said to me, "If you were hit by a bus to-morrow, we'd have a major problem". And of course, he was right. That's when ideas to purchase a driver scheduling system first arose. We finally decided on ORTEC's ORTEC Harmony system because of its functionality. It matched our requirements the best and the scheduling can be handed over to somebody new a lot more easily. New planners are up and running with the application in just a few days."



- 24-hour transportation of fuels, lubricants, LPG, industrial gases, bitumen, micro silica, and CO<sub>2</sub>
- Depots in The Netherlands, Belgium, Luxembourg, Germany, and Poland
- Schenk uses the ORTEC Harmony staff scheduling system at its Dutch and Belgian locations
- The Netherlands: 350 drivers, Belgium: 150 drivers

### Business Objects

Maasland was initially skeptical about the introduction of ORTEC Harmony, "Now it's up and running and we've installed the new ORTEC Harmony 2007 update, I can only say that things are looking pretty good for us." A new planner took over his scheduling tasks. By contrast, he was completely at home working with ORTEC Harmony. "Now we simply roll off a day or week's cyclical scheduling at the touch of a button."



as gaps in the scheduling caused by illness, leave, or vacation. It used to take me more than half a day to draw up a daily schedule,” says Maarten Maasland. “We chose ORTEC Harmony because we could flag and record various characteristics that were important to us when rolling out cyclical schedules. Scheduling was becoming ever more complex due to our growth and increasing customer requirements. We desperately needed a dynamic scheduling system to handle this.”

### The Right Driver in the Right Truck

Schenk Tanktransport drivers are specially trained to deal with their customers’ products. “It is of the utmost importance that the right driver with the right qualifications be assigned to the right tanker. For example, he must have followed the correct training courses and be in possession of the right badges,” explains Administrative Assistant, Diana van den Berg. “When you print off the lists, you can immediately see which shifts are still unassigned. I also think it’s a major bonus that you can save schedules. So if you make a mistake or change something, you don’t lose the whole schedule.” Maarten Maasland adds, “That’s important because we’re constantly changing things. It’s often necessary to perform major rescheduling of materials and labor. Our challenge is always to get the right trucks and drivers to the right place.” Diana van den Berg concludes, “The drivers are happy with proper shift schedules!”

### Delighted with ORTEC Harmony 2007

Maarten Maasland’s primary task since the introduction of ORTEC Harmony is to deliver support, which includes maintaining and updating the data. He states, “It’s extremely important that the data remains up to date. If you don’t maintain it properly, you’ll soon lose track, and the wrong driver will be assigned to

the wrong truck. This results in dissatisfied customers and drivers. That’s why I’m delighted with ORTEC Harmony 2007. In this version, it’s possible – using Business Objects (BO) – to generate a host of reports regarding fleet deployment. This has been an extremely valuable addition for us.”



### About ORTEC

ORTEC is one of the largest providers of advanced planning and optimization software solutions and consulting services. Our solutions result in optimized fleet routing & dispatch, vehicle and pallet loading, workforce scheduling, delivery forecasting and network planning. ORTEC provides best-of-breed, custom made and SAP® certified solutions, supported by strategic partnerships. ORTEC has over 1250 customers worldwide, 700 employees and several offices in America, Europe, Asia and the Pacific Region.

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