Charting a new course — in real time

Jan de Rijk Logistics knew that digitalization was the way of the future. But it needed a partner that could help bring its vision to life

JAN DE RIJK LOGISTICS

QUINTIQ

The background

Fast facts

Since its inception in 1971, Jan de Rijk Logistics has become a leading provider of transportation and distribution services in the Netherlands and across Europe. The company provides services ranging from intermodal solutions to international transport, warehousing, event logistics and Benelux distribution. It has 27 offices in 13 countries and a fleet of over 1,000 trucks serving customers such as DAF Trucks, British Airways, KLM and Philips Lighting.

Jan de Rijk aims to provide innovative, tailor-made solutions for its customers. This is the core of its operations, and it has achieved this goal through a combination of integrated logistics packages and a comprehensive distribution network.

Business	Intermodal logistics and distribution
Date established	1971
Headquarters	Roosendaal, the Netherlands
No. of employees	1,210
Annual turnover (2016)	€208 million ($233.5 million)

New problems that required new answers

The world of logistics had become unpredictable and competitive. The intermodal market was sluggish as international shipping volumes experienced fluctuations. Supply chains were becoming more complex due to an increasingly demanding customer base and the rise of next-day and same-day deliveries. Logistics providers were also placing a greater priority on sustainability, which meant that significant changes had to be made in every step of the supply chain.

Jan de Rijk was one of the first logistics providers in the world to understand the shifts coming to the industry. The company knew that changing its planning and scheduling processes was not only necessary for its continued growth, but essential to its survival.

Jan de Rijk's key strengths lay in airfreight. One of the biggest challenges in airfreight planning relates to its lead times, which is only a couple of hours at most. This is tied into slots for loading and unloading that are linked to the departure and arrival times of the cargo flights. This forced Jan de Rijk to respond rapidly to new orders and to ensure sufficient available capacity around the major airports.

Jan de Rijk also had to deal with additional business requirements that were imposed by big customers. Among others, this included the planning of security trips, new demands related to the fleet and drivers, and additional restrictions on resting locations. These value-added services kept expanding Jan de Rijk's scope of services. The company needed end-to-end visibility — a single, shared planning environment that could be used by different business units in a collaborative manner.

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Jan de Rijk's transport management system (TMS) provided only basic planning functionalities. Planners could only handle specific shipment orders such as order entry, administration and closure. Planners could register planning decisions, but not be able to go further and provide active planning support of any kind.

The TMS had to be supplemented with multiple Excel spreadsheets and, in some instances, handwritten notes. Planners couldn't pinpoint the locations of their trucks or the estimated pickup and drop-off times. The result? Planners couldn't accurately manage the operation once the trucks were on the road.

In a dynamic world where information flowed constantly and services were being offered 24/7, planners couldn't afford to spend precious time identifying potential issues and disruptions. Jan de Rijk needed digitalization in order to increase efficiencies, reduce operational costs and support continuous growth. The time had come to invest in a powerful and flexible planning system.

That was when Quintiq came into the picture.

The game changer

The decision to choose Quintiq was the result of an intense selection process, which saw eight vendors being evaluated over the course of a year. Quintiq Logistics Planner emerged victorious, thanks to its strong proof-of-concept and configuration flexibility.

Quintiq's multi-user architecture was key to achieving Jan de Rijk's operational goals:

Optimization on the day of operations
Jan de Rijk could make planning decisions on an ongoing basis. Planners would receive a continuous overview of the actual situation, and be able to adjust the plan at any time as required until the desired outcome is achieved.

Active alerting and constraint management
Instead of using a handwritten list of truck numbers that needed to be manually updated every morning, planners would rely on the system to ensure all trucks are on track and on time. They would only be alerted if something goes wrong.

Strategic information analysis
Planners would receive immediate and automatic calculation of all the possible consequences due to changes in orders — with short response times. This would allow them to initiate changes in route schedules or a different classification of the shipments.

Collaborative scheduling
Quintiq Logistics Planner would provide Jan de Rijk's business units with a single, shared planning environment and total visibility across a large and decentralized group of planners. Day-to-day planning would be connected with the schedules of both the customers and the clients.

Focus on sustainability
Jan de Rijk places special importance on sustainability and environmental management. With Quintiq, the company would be able to reduce instances of empty miles, which in turn would reduce the overall operational costs and carbon footprint.

Quintiq worked closely with Jan de Rijk to develop a bespoke solution that corresponded with its needs — a centralized platform that would enable real-time control over its trucks and cargo globally.
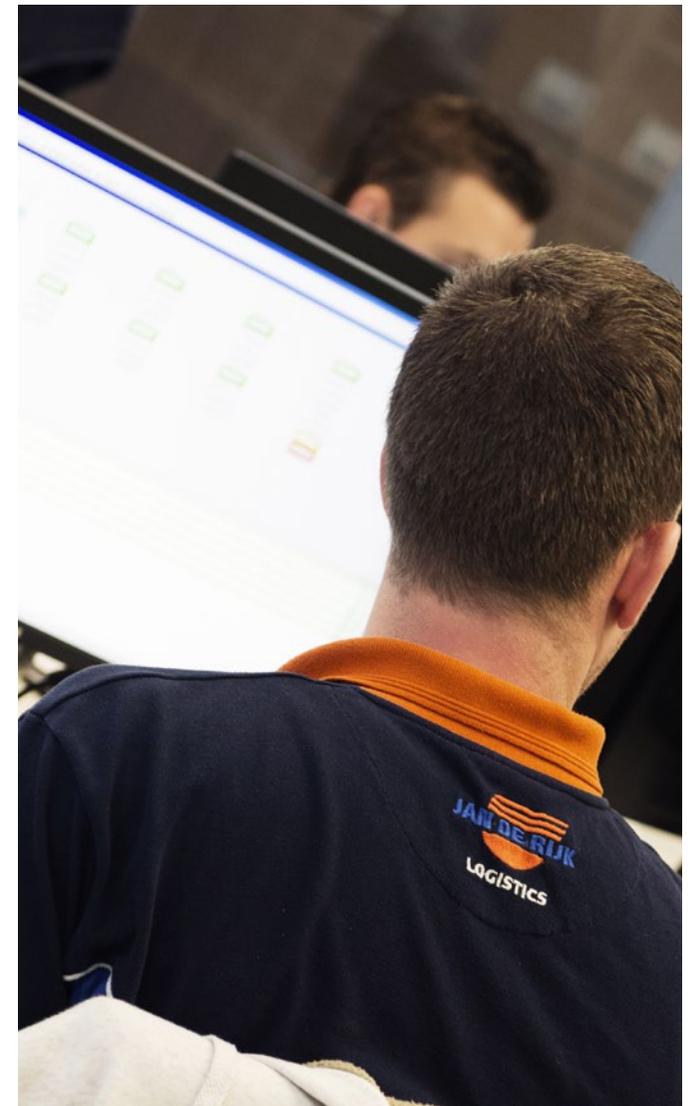
A future-proof solution

The Digital Control System (DCS) was the result of this partnership. The DCS was first implemented in Jan de Rijk's international division in Roosendaal. The system was then expanded to its other business units — intermodal transport, Benelux and retail distribution.

The DCS allows Jan de Rijk to gain end-to-end visibility of its entire supply chain, look at the overall timeline and combine historical data with new data across every department. Jan de Rijk can obtain full visualization of freight demand and asset capacity. The system is able to automatically calculate the travel distance and estimated arrival time of its trucks.

Planners obtain accurate GPS location of the entire fleet. Automated notifications provide continuous shipment status updates and transport execution. Drivers can communicate directly with the command center via onboard truck computers.

The quick implementation and iterative development schedule of the DCS allowed for a 70% release rate, which could be tested by the Jan de Rijk team. Implementation was both on schedule and within budget. Quintiq's flexibility allowed further requirements from other business units to be continuously implemented into the DCS throughout the development process.

One system to monitor them all

The DCS has become a game changer for Jan de Rijk. Its planners can now handle up to three times the amount of assets than before, thanks to an intuitive user interface that smartly integrates several dashboards without sacrificing control.

The traffic management feature is able to track trucks in real time, with detailed information on the driver and the cargo as well as any past or future projects. This allows planners to respond to last-minute disruptions — traffic jams, driver illness, vehicle breakdowns — immediately. All orders are stored within the system, which also decides which trucks and drivers are suited for a particular job.

Next to this, the DCS is able to show a chain of routes across Europe that will ensure a driver is back home after five days on the road. Planners can quickly see the drivers that are able to combine routes. Much of the technology is automated, but planners are able to make use of personal knowledge and implement changes to the automated plan at any time.

With the DCS, Jan de Rijk has not only centralized digital control over operations, but also a deeper and richer level of interaction with the customer. For example, when a route is slowed down by traffic, the planner would be able to proactively inform the customer and re-plan around those specific circumstances. Jan de Rijk can now take full ownership of the situation and amplify its customer value.

With Quintiq Logistics Planner, Jan de Rijk is able to provide reliable, cost-efficient, innovative and sustainable logistics solutions for its customers. Service quality and satisfaction levels continue to increase, and Jan de Rijk is able to consistently stay ahead of the competition.

"Automation and smart systems are how we differentiate ourselves from the rest of the market. Quintiq has helped us to continue delivering optimal network solutions for our customers in a transparent way."

- Sebastiaan Scholte
CEO, Jan de Rijk Logistics

The way forward

The long-term partnership between Quintiq and
Jan de Rijk has been beneficial to all parties.
The logistics provider's drive to stand apart from its
competitors has pushed Quintiq to make its solution
even more powerful and flexible. Jan de Rijk
is aiming for increased automation of the DCS in the
near future — and that will only be possible with Quintiq.

QUINTIQ

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