

mobilcom-debitel GmbH, Büdelsdorf, Germany

SAVING TIME AND MONEY ON SHIPPING PROCESSES WITH IT. X-PRESS^{ADD}



Combining the right product with the right customer at the right moment in the shipping process, that's just what itelligence* it.x-products can do.

Mike Mählmann, Process Coordinator, mobilcom-debitel GmbH



Challenges

- Large clientele derived from many source systems
- High shipping volumes
- Huge variability in transport service providers
- Customer satisfaction obtainable only with optimal logistics



Solutions

- it.x-press^{ADD}
- it.x-pack^{ADD}
- it.x-scale^{ADD}



Benefits

- SAP® integration of CEP service providers
- simplified transactions with CEP service providers through fully automated electronic data exchange
- Transparent representation of the shipping process in the ERP system, as well as optional delivery tracking for the client
- Monitoring and checking of transport service providers in SAP



Why NTT DATA Business Solutions?

- Investment security due to employee competence
- Good work relationship between key users of the company and NTT DATA Business Solutions consultants
- Comprehensive know-how in the shipping service provider market



Company: mobilcom-debitel GmbH

Industry: Telecommunication

Products: Mobile phone contracts, smart phones, tablets, wearables & accessories, internet, energy, TV

Number of employees: 4.367

Turnover 3.12 Mrd. EUR (2015)*

Headquarters: Büdelsdorf, Germany

Website: <http://www.mobilcom-debitel.de/>

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions



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7,000 deliveries per day



The Success Factor: Being Close to Clients

mobilcom-debitel is one of the largest mobile phone service providers and digital life style retailers in Germany. mobilcom-debitel Logistik GmbH is a subsidiary of the freenet Group and is an internal service provider for the group," explains Linda Behrens, Logistics Site Manager. With about 560 stores, mobilcom-debitel GmbH supports freenet Group – its parent organization – as a contact point for clients, since being close to clients is an important strategy for competitive positioning.

mobilcom-debitel GmbH places great emphasis on permanently optimizing its process of value creation. To make this possible in the area of shipping, the existing IT solution has been replaced with the it.x-products developed by NTT DATA Business Solutions. Linda Behrens explains, "The variety of products has increased enormously. Now, we carry 5,000 to 10,000 items."

Integration of All Commercial Processes in the SAP System

With it.x-press^{ADD}, NTT DATA Business Solutions AG has developed a product that enables direct linking of the Courier, Express and Parcel (CEP) service providers as well as the forwarders, to the SAP system. Thus, it is easy to monitor the shipping process from order placement all the way to delivery. Clients profit from better and speedier notifications about the current status of the shipped package and both existing and new service providers can easily get linked through it.x-press^{ADD}. "High levels of flexibility and reliability, quick reaction to any influences, and the independence that goes along with them are critical to us," says Mike Mählmann.

Time and Cost Savings Through it.x-products

mobilcom-debitel Logistik GmbH managed to increase its operational efficiency significantly by introducing two additional it.x-products. Along with it.x-press^{ADD}, it.x-pack^{ADD}

has been introduced as a packing desk solution for better presentation of the packaging dialog. This made the system simpler to use and more efficient. It also enabled cross-delivery processing of shipments. Using it.x-scale^{ADD}, another AddOn product, weight data can be determined by a scale adapter and entered directly into the SAP system.

Linda Behrens concludes by saying, "We need less personnel at the shipping point, can deliver about 10 percent more output per day, and have fewer errors, since everything is now displayed in a single system, which is a huge benefit to us. The criteria here are speed, reliability and being solution-oriented." Through good cooperation between the IT division of mobilcom-debitel Logistik GmbH and the specialty division of NTT DATA Business Solutions AG, integration of existing client-specific processes has been successfully implemented.

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