

# CASE STUDY · ND Logistics

INDUSTRY · Distribution



## AT A GLANCE

### Client

ND Logistics Netherlands B.V. is part of the French Norbert Dentressangle Group, which is one of Europe's leading logistics companies.

### Challenge

To efficiently manage the document presentation of millions of packing lists, labels and radio frequency identification (RFID) tags, order forms, and invoices for multinational companies every year.

### Solution

ND Logistics integrated StreamServe *Distribution* into its existing logistics application, ensuring that all document types are efficiently managed in the requisite formats and languages.

### Results

ND Logistics has better internal control so accurate stock data is always available and easy document template generation—in multiple languages—provide customers with more timely, accurate deliveries.

## StreamServe enables multinational logistics firm to do more than just toy with success

As a company that must make timely, accurate deliveries, Netherlands-based ND Logistics constantly strives to improve its logistics processes. During peak periods, all 150 employees are called upon to provide flawless logistics for multinational companies, such as Mattel Europe, a toy manufacturer.

In the past, ND Logistics didn't have the functionality to manage its multi-language business environment which many customers were dependent upon. Instead, all product-related documents—from packing lists to invoices—needed a lot of manual coding to comply with each country's languages and legal requirements. This required longer lead times in order for customers' products to reach retailers.

In addition, ND Logistics had difficulty tracking exact locations of dispatched goods and identifying the number of pallets that left its warehouse. This, in turn, meant that ND Logistics' customers never had a chance to optimize their stock levels.

ND Logistics decided to meet these challenges by adding the StreamServe Enterprise Document Presentation™ (EDP) application to its existing logistics system. The implementation went smoothly; and the StreamServe *Distribution*™ solution currently serves the entire company.

### Leveraging benefits

"Now we can manage all document types via StreamServe *Distribution*," said Jos Hendrix, an applications manager at Nokavision Software, a StreamServe partner that works with ND Logistics. "ND Logistics processes thousands of incoming orders daily. Thanks to the integrated StreamServe solution, we have access to data necessary for optimizing stock levels for incoming products. Outgoing, product-flow documentation is also easily managed because the StreamServe solution allows us to comply with various country requirements."

ND Logistics' headquarters and storage facility are located in Oss, Netherlands. Its staff of 150 manages the 50,000 m<sup>2</sup> storage space and product distribution for companies, such as Matel Europa B.V., a giant toy manufacturer. ND Logistics was launched in 1979. Today it holds ISO 9000 and ISO 14001 certification.

“There is no question StreamServe’s functionality boosts the bottom line by providing improved controls and greater planning opportunities.”

— Jos Hendrix, applications manager,  
**Nokavision Software**  
**(ND Logistics partner)**

As a multinational operation, ND Logistics processes millions of documents each year that must be managed and correctly displayed. If ND Logistics can’t deliver on its promises, it risks losing tens of thousands of euros per day. The relationship between Matel and its retail customers is predicated -- at least in part -- on its ability to make sure products are on the shelves when needed.

#### **Managing complex documents**

It’s no easy task to manage millions of products that are being delivered by hundreds of trucks every day. To maintain necessary control of all related documents, such as packing lists, labels and RFID tags, order forms, and invoices, ND Logistics needed to add functionality to its existing logistics application.

Prior to implementing StreamServe, ND Logistics had to manually customize documents for each country, including language and legal requirements. It was a time-consuming and complex procedure.

“Our logistics application provided valuable functionality,” said Mr. Hendrix, “But it could not provide sophisticated document management functions that we needed to maintain our competitive edge.

“With StreamServe *Distribution*, we no longer need to manually code these documents. Instead, we just use the StreamServe EDP application to generate templates that we repeatedly use. Any additional, personalization requires only a minor effort. As a result, we can make sure that customers such as Mattel always receive the right product in the right place at the right time.”

#### **Enhancing internal control**

The StreamServe solution also enhance internal operations by providing greater functionality: ND Logistics now uses bar codes and scanners, which greatly simplifies tracking and tracing.

“When you think about the volume of goods that we’re responsible for, there is no question StreamServe’s functionality boosts the bottom line by providing improved controls and greater planning opportunities,” said Mr. Hendrix.

“We know exactly where each pallet is and the number of boxes that each pallet holds. With millions of items being shipped, that is no small feat.”

#### **To find out more**

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**How Does Your Company Present Itself?**