CASE STUDY / HÜTTER SPEDITION

Using Advanced Temperature and Location Tracking to Save Customers Time and Money

Based in southwestern Germany, Hütter Spedition + Logistik GmbH has a team of 70 people and moves 12,000 full truck loads (FTL) a year throughout Germany, Switzerland, Austria and the Benelux. It has a fleet of 30 trucks and 40 trailers.

Hütter Spedition started using NIC-Place, a carrier visibility solution from FourKites, to help its customers save money and time. In doing so, it was able to improve many processes that previously were done in a manual way.

"If we did 300 consignments per week, we spent more than five hours manually checking and sending temperature and location data to our customers," says Dirk Hütter, Chief Project Officer. "We were sending this data to as many as 20 different systems via email and phone calls, which wasted a lot of time. **Now, with NIC-Place we're able to share this data with our customers in real time — 24/7 — via one interface. This has reduced our manual efforts by more than 50 percent."**
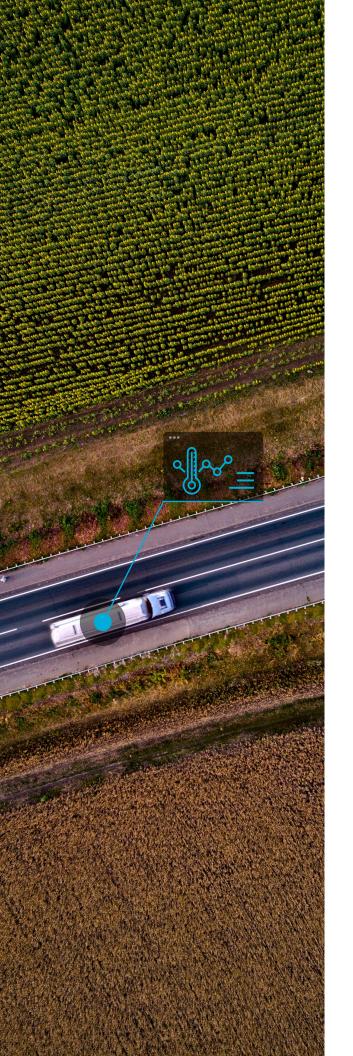

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> We've been a family-owned and -run business for more than 60 years. Today, many of the family still work for the company — even as drivers, when needed — which gives us a greater sense of dedication and accountability to make our business succeed. Delivering superior and quality service to customers is crucial to all of us. We use technology to achieve that goal."

Dirk Hütter
Chief Project Officer, Hütter Spedition

Temperature Monitoring in Real Time

At the core of the NIC-Place solution is temperature and location tracking.

The platform's sensor data enables Hütter Spedition to give its customers instant access to temperatures throughout all parts of its fleet, with granular, section-by-section data.

"For our pharmaceutical customers, patient safety is paramount," says Dirk. "It's crucial they have instant visibility into the temperature of the truck, as it must match the requirements of goods they ship, such as medication. This allows our customers to take immediate action if there is a disruption in temperature. As a result, they save lives and avoid financial loss due to damaged products."

Sensor data also provides comprehensive monitoring and useful insights for everyday tasks. It also lets Hütter Spedition demonstrate to its clients that they are meeting regulations and protecting their business.

> **" With tight restrictions, strict customer demands and an unwavering commitment to quality, our customers demand rigorous temperature control at every stage of the supply chain. Thanks to NIC-Place we offer real-time visibility into temperatures, no matter where our fleet is."**
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> **DIRK HÜTTER**
> **CHIEF PROJECT OFFICER**
> **HÜTTER SPEDITION**

Accurate Tracking and Estimated Time of Arrival

With NIC-Place, Hütter Spedition also empowers its customers with accurate, up-to-the-minute predictive estimated times of arrival (ETAs), regardless of appointment time.

This allows them to accurately reroute trucks and reassign available staff to the places they're needed the most, minimising delays and getting those drivers back on the road as quickly as possible.

Data Safety

An important part of Hütter Spedition's NIC-Place solution is data safety and ownership.

According to Dirk, "Thanks to NIC-Place, we control who sees our transport data and private network, letting us protect our customers and ourselves. We also control whether our data is shared permanently or only during transport. NIC-Place is the undisputed industry leader when it comes to data safety, which was a key reason we chose to work with them."

The Path to Adopting Real-time Visibility

Hütter Spedition's adoption of real-time visibility kicked off after a successful pilot of the NIC-Place solution in 2019. The benefits were so strong that Hütter Spedition started rolling out NIC-Place to more of its fleet. The process was fast and seamless, while requiring little effort on Hütter's part.

"Our whole solution was up and running in a month," says Dirk. "All we needed to do was sign the paperwork. NIC took care of the rest."

Now, 85% of Hütter Spedition's trucks and trailers are up and running with NIC. And it's helping them win new business.

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> Every brief we get from a potential customer states that a connection to the NIC-Place solution is a must have. So, it gives us a real competitive advantage that we already have NIC-Place integrated and can have customers up and running in five minutes."
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> **Dirk Hütter**
> **Chief Project Officer, Hütter Spedition**

About NIC-Place

NIC-Place is the market leader in supply chain visibility software solutions specifically designed for transport companies, carriers and logistics service providers. With its proprietary Data Control Center (DCC), NIC-Place provides a flexible and secure way for carriers to share supply chain data with customers, while giving them complete control of their business, their network and their data. Founded in 2016 and headquartered in Germany, thousands of companies such as Kuehne+Nagel, H.Essers, Unterer, Quehenberger and Frigotrans rely on NIC-place to track and monitor millions of shipments every year.

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About FourKites

FourKites® is the #1 supply chain visibility platform in the world, extending visibility beyond transportation into yards, warehouses, stores and beyond. Tracking more than 3 million shipments daily across road, rail, ocean, air, parcel and courier, and reaching 176 countries, FourKites combines real-time data and powerful machine learning to help companies digitise their end-to-end supply chains. More than 1,200 of the world's most recognised brands — including 9 of the top-10 CPG and 18 of the top-20 food and beverage companies — trust FourKites to transform their business and create more agile, efficient and sustainable supply chains.

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