The right kind of access

Customers of Austrian transport and logistics company Gartner can now use the Lobster_scm web portal to directly access their invoices and receipts

The endless and frustrating search for paperwork is finally over for customers of Gartner KG, as every delivery note and invoice is now stored in the right place and can be access online 24/7. A track&trace system also informs customers in real-time about the location of their deliveries and any lost documents can be reprinted at any time. This is all made possible by Lobster_scm software, a web-based logistics portal that allows Gartner's customers to retrieve and download their data, regardless of their location. In the background, Lobster_data EDI software also converts a range of all-important data.

There's a lot of movement at Gartner. 800,000 road and 30,000 rail shipments move goods around the world every year. But it's not just goods, Gartner also uses Lobster_scm software to ensure vital data reaches customers as quickly as possible. Customers connect to the system via a standardised pathway where they can access all their invoices and receipts directly. For example, when a lorry driver arrives in Romania with a shipment, they simply scan the delivery note. The customer can then head over to the virtual platform to see where their goods are, almost in real time, and whether or not they've arrived.

Saving both time and money

For customers and Gartner alike, the logistics portal eliminates the need to endlessly search for important documents, invoices and receipts. "Our customers no longer need to email or call us if they can't find a specific document. And our internal departments can avoid a lot of time-consuming searches through the system", explains Markus, IT Project Manager at Gartner KG. The Lobster application is so user-friendly that customers can work with it independently. This saves both parties valuable time, money, paper and shredded nerves! "What's more, we don't have to develop our own IT programs for each and every customer. Lobster_scm offers us a wide range of standard models that we can use to introduce bespoke customer requirements".

Data security through a decoupled system

Lobster_scm operates separately from Gartner's own IT systems. "Our customers can access their documents but not our EDI or archiving system. Data security is therefore guaranteed". For any customers who can't install direct access for IT or technical reasons, the software automatically sends all documents by email or in the post.

"It also helps us easily navigate tax law issues", emphasises Markus. For example, if a sales receipt is incorrectly printed twice in the original, value added tax

will also be calculated twice. Lobster_scm eliminates this issue. The software detects whether Gartner has already sent an original copy by post. If they haven't, customers can use the platform to print out the original invoice just once, after which it will only be available as a copy.

Step-by-step conversion

"In the summer of 2014, we began working with Lobster_scm", explains Markus. As a first step, the focus was on downloading invoices, secondly, the track&trace system was introduced and transport data displayed, and thirdly, access to delivery documents was enabled.

Giving customers just the right level of access is something marketing departments scratch their heads over every day around the world. With the Lobster_scm customer portal, Gartner KG has long since found the right IT solution.

Company profile: The Gartner Group is the leading private transport company in Austria. The company has operated for over 90 years and is 100% family owned. The Gartner Group employs around 2,650 people throughout Europe, including approximately 850 in Austria at its headquarters in Lambach, and has subsidiaries, branch offices and partners in Austria, Germany, Hungary, Spain, France, Belgium, Greece and the Czech Republic. The company generated consolidated annual sales of approximately €410 million in the 2013 financial year.