



## Logistics

Logistics is an important activity for economic development. This activity is carried out mostly by a logistics service provider. Connected solutions platform is a concept which helps organizations gain better insight into their business by leveraging data. This information puts in light into how a logistics service provider can use connected web based solutions and network sharing to their advantage.

### INTRODUCTION

Organizations offering logistics services are facing cut throat competition. Increasing competitiveness in the market has led to wafer thin margins affecting the Bottom-line growth of the organization. The increasing number of players is one of the major reasons which can attribute to this situation. Organizations which provide logistics and Transportation services both nationally and globally are leaving no stone unturned to cut costs and increase efficiencies. They have bought in huge automation in their operations ranging from ERP systems to Logistics Management Systems. These new systems have given breathing time to these organizations for improvement, but provide less scope in exercising perfect monitoring and control. Business Intelligence is proving to be an exciting for exercising perfect monitoring and control over the organizations value adding activities. This is a paradigm shift in the way organizations sense and respond to change in the market.

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Information: [info@relgo.com](mailto:info@relgo.com) / Sales: [sales@relgo.com](mailto:sales@relgo.com)

## Overview Of Logistics

In today's global scenario supply chain and logistics have proven to more business sense than just being mere buzzwords. In a Supply Chain, Logistics which is a subset of a Supply Chain depends on Transportation, inventory for achieving completeness in its execution. Transportation plays importance in managing inventory levels. Although manufacturers adopt the Total Cost of Ownership model for managing their logistic costs, Transportation also plays an important role in determining the number of facilities and their corresponding inventory levels for the Stock Keeping Units associated. Transportation has always been a preferred activity to be outsourced for most organizations due to its asset intensiveness and its different nature of operations. Manufacturers are dependent on Transportation Service Provider(s) (TSP) and third logistics service providers in some way or the other for their warehouse, inventory and Transportation needs. Logistics service providers are both asset based and non asset based. But then non asset based logistics service providers depend on asset based Service Providers. Logistics service providers provide their logistics services both nationally and internationally. Most logistics service providers have matured from being one service to providers of other value added services like overseas operations vendor management, vessel operations, exports, pick-ups, storage, packing etc. Therefore there are different types of logistics service Providers depending on the type of services they offer, which is depicted. Logistics service providers are also being termed as transport service providers since the vast gamut of services they offer take care of the entire logistic activities. There are logistics service providers called as 3PL (Third Party Logistics) providers who were basically transport service providers but have matured to provide other value added services often covering the entire logistic need of an organization. So a logistics service provider is categorized and differentiated based on its service offering apart from its exports, Customs clearance, Warehousing transportation service.

## Relgo Connected Platform

**Relgo Connected platform** enhances efficiency of enterprise resources and operations. Relgo business applications (ERP, CRM etc) is a relationship based platform enhancing productivity with SOA platform and goes beyond boundaries of the organization connecting stakeholders including exporters, customs officials, warehouse managers, vendors, customers and makes seamless integration of data at each level to share information and transactions in a secure and trusted environment. Enterprise connected platform is so innovative that it makes multi-channel sharing of information and data with ease and allows the logisticians and exporters stay ahead of their competitors.

**Relgo connected solution** provides a rich source of information for long term analysis of company's operations especially involved in logistics, Exports, vendor management and fleet management and this Connected solution is a business tool that management uses to carry out the business activities day-in and day-out. Previously the data handling was done with expense and cost with the evolution of ERP and customized connected solutions systems we were synonymous with larger organizations; however now-a-days ERP is extremely comprehensive and the term is associated with organization of any size.

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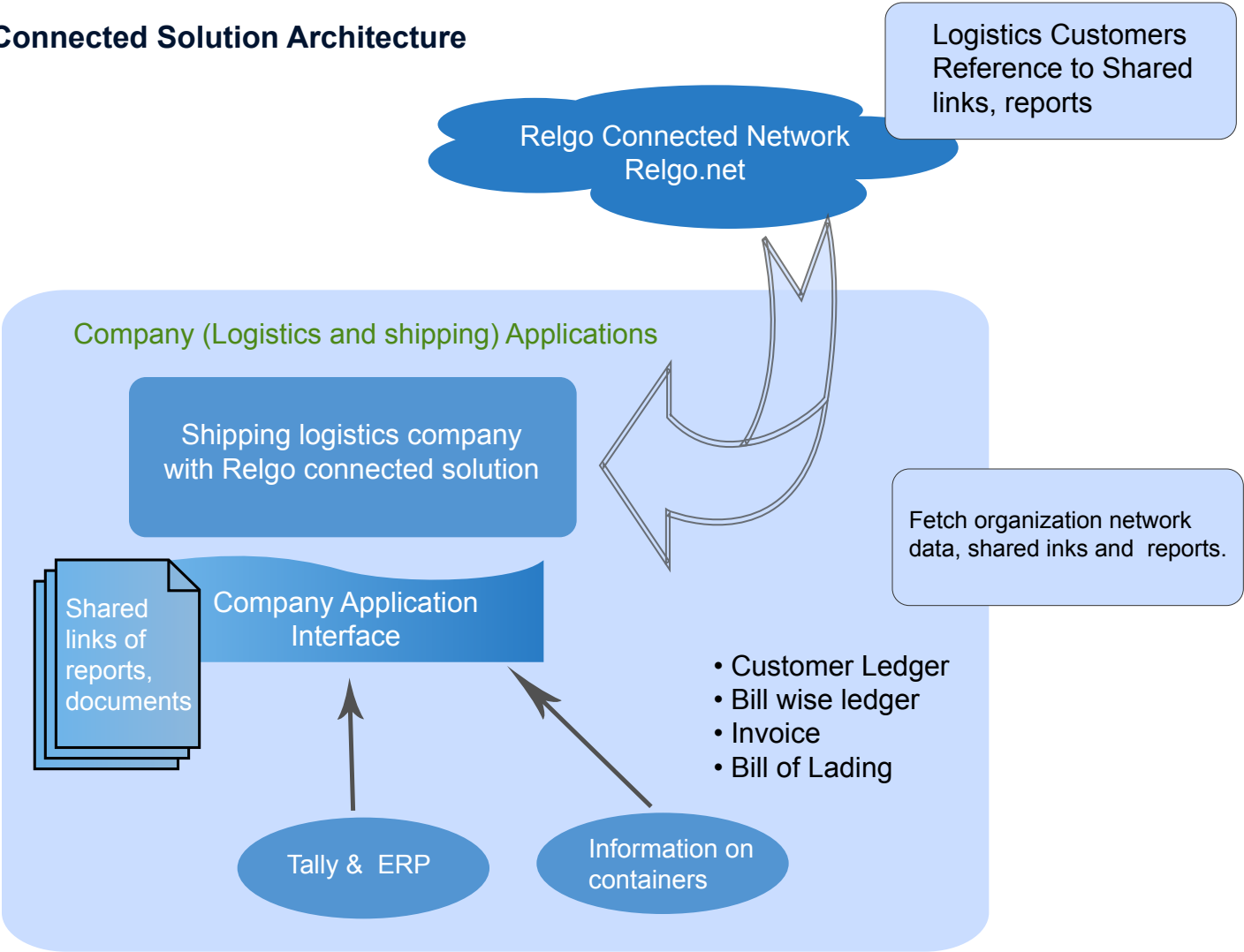
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A typical solution and application for logistics and other organizations involved in logistics and export management for medium and large organizations enables better utilization of their available resources, be it men, materials or machines. A conventional connected solution is process driven and hence limits its utilization to the boundaries of its plants, offices and branches/depots, and organizations need to adopt the ERP. Relgo ERP takes this one step further and includes the end users with an intuitive and cost effective way for a better integration of the process.

The Relgo connected solution platform enables the Administrator account to share with his Relations (vendors, stakeholders, exporters, freight forwarders) and with all the customers, and for each Customer there will be a Private/Public Shared Resource with links to various Dynamic Reports (outstanding / ledger a/c HBL). Once the Customer is added by the Administrator, the Report links will be created and shared with that particular Customer. The administrator has the privileges to un-share the Report links at any point of time.

## Architecture

### Connected Solution Architecture



## Development of connected solution

Connected solutions will be developed by keeping logistics business in view. These custom solutions unlike other generic solutions will address needs of the industry very effectively and at the same time they are very reliable. The basic principle which is kept in developing connected solutions is IT meeting the business requirement and connecting all stake holders to a common platform.

### The development of connected the following features for your business needs

- Setup Operational relationships and reporting hierarchy and contact directory.
- Setup custom business forms, surveys, input data collection etc.
- Messages, invitations, notifications, schedules, notes, SMS etc.
- Reports, dynamic reports, real-time aggregate and scoped reports.
- Share documents, information, forms, surveys, reports.
- Customer service portal, accounts.
- Customer Subscriptions, licensing.

### Real time data management in logistics

Relgo connected solutions create a network for the entire shipping and logistics organization from Stakeholder network for shippers, vessel agents, freight forwarders and customers. This service helps in creating the organization to share accounting information people involved in the logistics and shipping. With Relgo connected solution application the organization itself as well as its members can track the status of their consignments and information of the goods provided or supplied by the logisticians you can keep track of all the records and up to date information of the customers, agents, vendors etc the data can be provided with the stake holders and vendors in privacy.

## CONCLUSION

Logistics Service Providers need to adapt a Connected solution according to their business needs, also Connected solution for stakeholders is becoming more of a need than a luxury. Logistics Service Providers can implement connected solution covering either key operations or the operations covering their entire logistics organization. Whatever would be the acceptance level and the kind of implementation but the benefits realized should be in totality. Connected solution is here to stay as the rate of adoption is increasing as organizations are looking towards data as one of the key assets of the organization. Leveraging Data needs it to be stored in useful manner. Storing of Data is to gain an edge over the competition can be done with ease by using a well qualified connected solution with a unique Strategy for the organization. Logistics Service Providers who adopts the connected solution which would exhibit only behavior would be moving to solutions in analytical space. Such solutions would not only show present behavior or market and other related activities but also predict future behavior and suggestion actions. Thus Logistics Service Providers should embrace connected solution in its nascent stages to stay competitive and also move the organization towards using high end solutions, to be successful in the race for market leadership and customer satisfaction.

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