

# Optimization of loading and unloading

**Hermes:** multi-site process optimization solution



To centralize the management of transport processes, Hermes opted for an Infios solution, which was easy to implement across multiple locations in Germany.

## About Hermes

Hermes is an international supply chain logistics organization based in Hamburg, Germany, and part of the Otto Group, a leading specialist in retail services. They partner with numerous mail-order, multichannel and online retailers, both in Germany and the rest of the world.

Services provided by companies under the Hermes brand span the entire retail value chain:

- Sourcing
- Quality assurance
- Transport
- Fulfilment
- Parcel services
- Global ecommerce.

## At a glance

### Project goals

- Introduce a central system platform for yard management
- Increase flexibility across the supply chain
- Reduce waiting times

### Solution

- Infios yard management system

### Benefits

- Improved planning and control for all transport processes
- Greater synchronization of transport processes and parking spaces
- Rolled out to additional locations with minimal configuration



### Challenge

With rapidly increasing shipments, and a reduction in processing times across today's digitized supply chain industry, Hermes needed to optimize internal transport processes at several locations.

As an international logistics provider, coordinating all yard transport movements across all sites was particularly challenging, and placed high demands on their standardized and flexible processes.

Their main goal was to optimize and integrate the virtual interface between its warehousing and transportation systems. They were also looking to increase the flexibility of operations, coordinate invoicing for transport tasks (including loading and unloading), reduce waiting times, and simplify processes.

A big project win would be to control trucks meaning that the scheduled and unscheduled receiving and issuing of goods could be managed in a faster, more efficient way. They also wanted to be more effective in reducing transport time frames, gaining a competitive edge.

### Solution

The first stage was the implementation of our yard management solution at Hermes' Berlin-Brandenburg logistics center in Ketzin/Havel. Hermes Germany invested more than 50 million euros in this logistics center to distribute goods across large parts of Berlin, Potsdam and the Havelland region, where up to 250,000 parcels are dispatched daily via 16 loading gates. This yard management system efficiently directs trucks to the correct gates and ramps.

### Centralized system

The new yard management system means the centralized yet site-specific planning and control of all Hermes' internal transport processes. This is thanks to the solution's centralized system platform, which means yard managers can monitor all transport movements within their yard.

It optimizes the loading and unloading of goods at each location, and its centralized nature creates the right infrastructure for Hermes to standardize transport processes. This is a highly scalable system, with the ability to incorporate new locations and logistics centers, without the need for major reconfiguration work.



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The team access the system via rugged Android devices, so that all tasks are carried out in an ergonomic way.

### Extending the solution

Following the construction of additional sites, the solution made its way to Graben, Löhne and Mainz.

Hermes invested €40 million in the Graben parcel center, which has 100 loading gates and 150 locations for swap bodies.

The XXL Logistics Center at the Löhne site in North Rhine-Westphalia processes large item shipments, such as furniture and washing machines, which are then distributed to Austria and the Netherlands. This site has 110 loading gates, processes up to 30,000 items a day, and has 180 locations for containers and other swap bodies.



### Results

This new yard management system means the teams can monitor the status of yards around the clock. This includes positioning data for vehicles and containers and status information for parking areas and loading points.

Other features, such as automated invoicing and route-optimized transport planning, make life easier for everyone involved, including yard managers and drivers.

### Increased transparency

The system increases transparency for them by monitoring and identifying workload peaks daily. It also controls over 700 displays for the yard's gates. The ramp approaches are centrally controlled, and real-time status updates are displayed on-site. All of this is integrated to facilitate faster decision making while optimizing inbound control.

### Future

The system was easy to roll out with minimal configuration, which meant standardized processes could be set up overnight. Initially, it was a pilot project on the Berlin-Brandenburg, Graben, Löhne and Mainz sites, but since it was so well received across each location, they have since decided to set it up at many more.



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