

Customer: Baltic Kurier Service GmbH & Co. KG

Fleet with GPS location on the fast track



The Company

Baltic Kurier Service GmbH & Co. KG (BKS) is a courier company that has been operating successfully for more than 14 years throughout Northern Germany with an emphasis on pharmacy deliveries. As well as the standard courier service, special services such as overnight transport with shipment tracking is offered.

The company employs more than 200 staff and has a fleet of about 130 vehicles, of which more than 95% have been equipped with telematics equipment. For several years the company has collaborated with famous logistics companies such as FedEx and the German Post.

The Assignment

Customers are increasingly more demanding and expect to receive information about the whereabouts of their shipments. In addition, economic conditions, such as greatly increasing fuel prices and increased competitive pressure, demand consistent cost controls in order to remain competitive in the long term.

The Solution

Since April 2004, BKS has been using the TomTom WORK fleet management system. It represents an important instrument for quality assurance since the whereabouts of a shipment can be determined at any time and the customer can be given an exact time of delivery. In addition, the time and km registration of trip and cost aspects can be checked and thus the trip planning optimised. In this way, the company can operate more efficiently and strengthen or further increase its market position.

Baltic Kurier Service

Vehicle fleet: 130 trucks



TomTom WORK
Fleet management



- Provision of information to customers concerning the whereabouts of shipments
- Consistent cost controls through trip planning optimisation
- Increased customer satisfaction