

Brennstoffe Stadler e.K.

"Thanks to the app technology and the optimised trip planning, our fleet runs much more efficiently and cost-effectively than before the introduction of OPTITOOL. The appointment coordination with the customers is performed automatically and reliably. This progress is also reflected in the significant increase in customer satisfaction."

Hans-Josef Stadler, Managing Director of Brennstoffe Stadler e.K.



Why did you decide to use OPTITOOL?

OPTITOOL was introduced to replace the previous manual trip planning and to drive with computer-assisted optimized trips. With rising fuel costs and the introduction of the HGV toll, efficient and cost-effective resource planning became increasingly important. Compared to other trip planning software providers, OPTITOOL was best suited to our industry-specific requirements and processes. The OPTITOOL software interface is also flexible and can be configured user-specifically.

Why did you choose the telematics app?

With the help of OPTITOOL's telematics solution, our sales staff and dispatchers can track all our vehicles in real time. In this way, we can identify possible delays promptly and inform our customers in time.

All vehicles are equipped with tablets that have the latest version of OPTITOOL APP installed. The driver starts the trip on the tablet, processes the orders and completes the trip. The driver can process the single orders quickly and easily at the customer's site. In addition, the driver is supported by the navigation option and other helpful functionalities such as the agreed Aviso time with the customer and the telephone connection in the APP.

Why was automatic advice introduced?

The aim of the introduction of the automatic advising was to reduce the dispatchers' workload. The dispatcher can automatically advise single orders or a complete trip.

The automatic advising by e-mail was well accepted by customers. More than 55% of automatically advised customers now transmit their delivery date confirmation electronically.

Our result

reduced dispatching effort and logistic costs, real-time access to past, present and future data, high customer satisfaction and simplified work for drivers

Brennstoffe Stadler

Overview

Medium-sized company
founded in 1904
10 employees
5 vehicles
Vitatherm licence partner since 2016

Location

Hauzenberg, Bayern

Description

Stadler supplies more than 7,000 customers from private households, companies and farms with heating oil, pellets, lubricants and diesel fuels. The average delivery volumes are around 30 million litres of petroleum products and 5,000 tonnes of pellets per year.



OPTITOOL GmbH
Im Gewerbepark D85
93059 Regensburg
www.optitool.de