

Hot'ts Pellets Austria

"The introduction of OPTITOOL EE with automatic advise enabled us to reduce the dispatching effort and thus improve the general quality. The simply option of an electronic appointment confirmation also significantly increased the customer satisfaction."

Gerhard Glechner, Managing Director Glechner Ges.m.b.H.



Why did you choose OPTITOOL?

A few years ago, it was already obvious to us that with an increasing number of silo vehicles in the company, the dispatching and optimised trip planning should be "professionalised". After testing several applications, we decided to use OPTITOOL. Why: OPTITOOL is a system that is excellently adapted to the needs of the customer. The system "grows" with the company effortlessly and I should not forget to mention the professional support.

What were your primary aims?

The aim of the implementation was to significantly improve the utilisation of the vehicles and to reduce the driven kilometres per customer. The parameters were quickly achieved by consistently implementing the specifications during implementation.

What where the special requirements for pellets?

The requirement was to optimise the planning of trucks with different capacities at different locations and several sales companies. The OPTITOOL team has done an excellent job.

Why did you introduce the automatic advise?

OPTITOOL was also introduced to relieve the dispatchers. At the very beginning of the project, the dispatchers were busy 50% of the day advising customers by telephone. This enormous effort for the advise was greatly reduced by the introduction of the automatic advise. At the start of the project, the dispatchers were concerned that our customers would not be able to get along with the new technology. However, this fear proved to be unfounded, as only a few weeks after the introduction of automatic advise, 47.50% of the automatically advised customers sent their response electronically. The dispatchers can now use the time saved to maximise the capacity utilisation and the customer service. As a result, both customers and the company itself benefit from this technology.

Glechner Ges.m.b.H. Hot'ts Pellets

Overview

Medium-sized company
founded in 1996
67 employees
17 vehicles

Locations

Headquarters in Mattighofen, Austria
5 factories in Austria and Bavaria

Services

Hot'ts supplies more than 25.000 households with high-quality, single-variety wood pellets

Description

With 25.000 end customers, the company is regarded as an important pellets manufacturer and supplier in Austria. Its main sales areas are in Burgenland, Lower and Upper Austria, Salzburg, Vienna and Bavaria.



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