



VCK Logistics SCS supports e-fulfillment with Boltrics' WMS.

The telecom sector is known for its heavy competitive landscape. To continuously improve customer satisfaction, an efficient supply chain supported with complete track & traceability is of great importance. To guarantee this process, T-Mobile sought cooperation with VCK Logistics SCS – an expert in the field of logistic services for telecom and high-tech. In turn, VCK Logistics SCS sought collaboration with Boltrics to steer the process in the right direction with a future-proof WMS.



Since July 2017 VCK Logistics SCS streamlines the complete inventory management and distribution of mobile phones, SIM cards and associated accessories for 122 T-Mobile shops with the help of Boltrics' WMS.

Investing in innovation makes the difference

VCK Logistics already used Microsoft Dynamics. But to create a suitable solution, a lot of customization was used at the time. Which was nice in the short term but became an obstacle, in the long run, to quickly adopt new developments.

“With the increasing expectations of consumers, the pressure on lowering costs and the fierce competition in the logistics telecom market, lagging in the latest technology is simply a *no go*”, states Brennus van der Klaauw, Managing Director at VCK Group.

“For T-Mobile, it is extremely important that orders are delivered complete and on time. With our new WMS solution – built on the Microsoft Dynamics platform – technology is no longer a limiting factor. For example, thanks to serial number/IMEI registration we can follow orders throughout the entire process. In the unlikely event that something has gone wrong, we are always able to track this.”

Brennus van der Klaauw - Managing Director at VCK Group

In addition to extensive track & trace functionality, goods can be identified based on pre-received specifications. VCK Logistics also uses various techniques, such as wave and zone picking, and integration with Costo's conveyor systems has been realized to organize the picking processes as efficiently as possible. With KPIs at the order line level, they are also able to monitor whether orders have been processed following SLA agreements.

Maximum efficiency

Everything revolves around efficiency. To save time and costs – but also to keep errors to a minimum. Van der Klaauw: “We are constantly investigating how we can improve our supply chain to support simplify our logistical processes. With the new WMS, we have been able to further automate and mechanize our processes – which also directly reduces the chance of errors. Initially, the solution was implemented to support our service towards T-Mobile, but it is currently also being rolled out to our other telecom customers in the Netherlands, Germany, and Switzerland.”

Facts & figures

- More than 50 users use the software daily
- Reduced the number of systems in use to one
- Manage the full range of logistics processes with 3PL Dynamics - from warehousing to air and ocean freight

About VCK Logistics SCS

VCK Logistics SCS Netherlands has more than 50 years of experience in 'one-stop-shop' concepts within Supply Chain Management. VCK Logistics provides for and supports the simplification of the Supply Chain to accelerate the logistical interaction between clients and their customers so that cost-efficient work can be carried out, risks are reduced and quality is optimized. Clients' budgets become tighter and product life cycles shorter; the consumer determines and is in control of the market's dynamics. Responding to this is a must. The smarter the design of the supply chain, the higher the return and customer satisfaction.