KUEHNE+NAGEL

Kuehne+Nagel

La Supply Chain come “Leva Commerciale” per lo sviluppo del Made In Italy

Paolo Guidi, Sales & Marketing Director

11ª Edizione del Premio Il Logistico dell'Anno

Milano, 27th November

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Customer Solutions: Customized services to improve Supply Chain performance

Leveraging its operational knowledge and state-of-the-art IT systems, Kuehne + Nagel supports its customers in achieving measurable competitive advantages in their market, improving their supply chain performance.

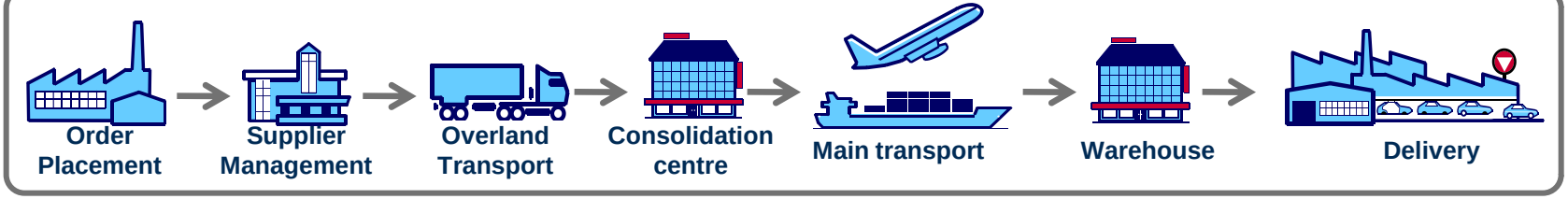
KPI's evaluation and Process optimisation

Process automation, Rationalisation, Control, Visibility

Strategic Analysis

Operational Analysis

Services at origin → **Transport** → **Services at destination**

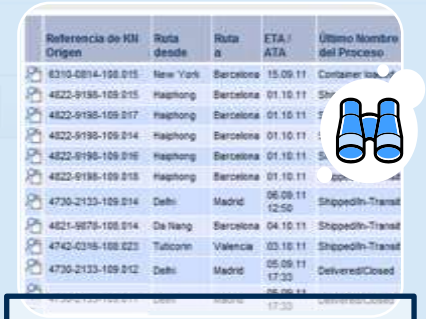


Visibility & Control

360° visibility. Active control.

FIND OUT MORE KN Login

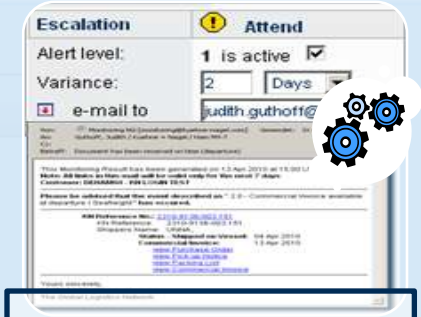
KN Login is Kuehne + Nagel's comprehensive supply chain management tool. It offers our customers full visibility over supply chains, enhancing control over operations, exception management and strategic decision-making.



Visibility

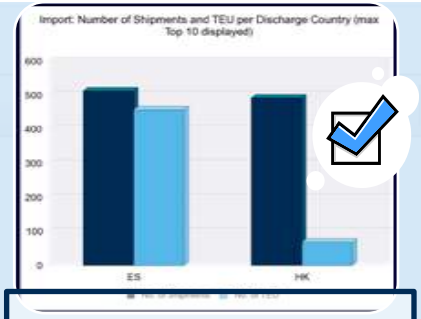
Track & Trace shipment, container or order tracking / details in real time.

Online documentation per file



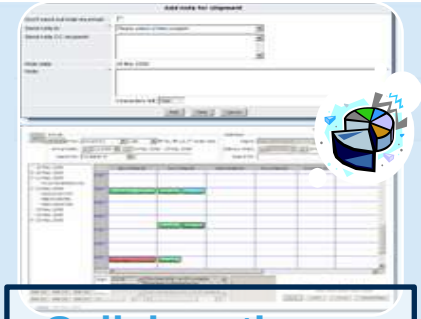
Monitoring

Alerts and status confirmations to enable exception management



Information Management

Standard and ad-hoc reports to cover all information needs, straight into customer's inbox

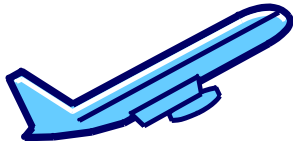


Collaboration

Interaction

E-bookings, approval & rejection processes

Exception Management examples



Confirmation

Booking confirmation, with customer references and planned departure and arrival dates

Departure confirmation, with copies of documents and bill of lading

Arrival confirmation, with copies of documents

Event

Customer references (order, pro-forma, etc.) + electronic copies of documents + KN invoice

Origin | In-transit | Destination

Booked | Booking confirmation | Goods ready | Pick-up planned / actual | Departure planned / actual | Export documents receipt | Arrival planned / actual | Customs Clearance | Delivery

Alert

- **Goods ready but not picked-up**
- **Goods picked-up but not departed**
- **Missing documents after departure**
- **Change of the planned arrival date**
- **Goods arrived but not delivered**

Customer Solutions is…….

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Control Tower Video

Control Tower: benefits

Customer Priorities	**Improvements in "service-to-customer"** => Increase in sales, margins and marketshare	**Reduction in time spent on operational management** => Increased time availability for core activities	**Increased cash availability to support growth**	**Savings for customers** => Improved competitiveness	**Reduction in transport costs**
Kuehne + Nagel Customer Solutions	Available to promise	Information availability	Reduction in "cash-to-cash" leadtimes	Lower demurrage cost at destination	Fewer emergency shipments
	Prompt identification of exceptions from planned events ("exception management")	Product reference visibility		Fewer issues in document management	Optimisa-tion of transport modes
	Increased reliability	Automation of communication		Reduced stock levels to satisfy customers demand	
	Faster delivery to customers ("time-to-market")	Exception management			
	Visibility for final customer	Improved cost management			
	Cost-to-serve visibility				

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Thank you!

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