



Quintiq was acquired by  
Dassault Systèmes in 2014 and is now  
DELMIA Quintiq

Case study

# Quintiq enables e-logistics control to deliver 4PL activities

EWALS CARGO CARE





## Overview

Founded in 1905, Ewals Cargo Care (ECC) has a long history as a third-party logistics provider. ECC now has annual revenues estimated at €500 million (U.S. \$650 million), with operations in 12 countries, over 1,800 employees and 45 separate sites. With its multi-modal capability, ECC has a wide range of customers for its comprehensive logistics services, from retail to heavy industries and from consumer electronics to tire manufacturers. Their clientele features some of the most famous names in the European motor transport industry.

However in 2002, Ewals took steps to ensure it was capable of targeting the then emerging fourth-party logistics provider market. Making that leap required more than just a refocus of its commercial activities. The impact of this decision required a review of its software capability to determine if it could withstand the demanding challenges of 4PL.

The first step Ewals took was to set up a subsidiary to ensure it could focus on the requirements of becoming a 4PL provider. e-Logistics Control was founded in 2003 and its immediate task was to deliver a solution to Scania in the management of the flow of goods between its 14 factories in Europe and its many suppliers. The 7,000 orders a week are required to be delivered on very tight time schedules. Every day orders are received for next day collection. ECC wanted to be able to turn these orders within a maximum of two hours. Sometimes, there is a need to accommodate irregular orders on short notice to cope with fluctuations in demand. Managing these orders is the task of planners who work to optimize the demanding transportation requirements, which places a heavy burden on the chosen logistics provider.

The initial e-Logistics Control review of the flow of goods and the complex scale of the operation between Scania's European factories and their suppliers dictated the use of computerized planning.

"With e-Logistics Control, we found ourselves at an unusual starting point," explained Eric Postulart, Director of ELC. "Usually we deal with an existing operating structure that needs to be computerized. However in this case, we had to start from scratch when we got the assignment in September of 2003. We had to go live with centralized management controlling the flow of goods between Scania's European factories and their suppliers on March 1, 2004."

To meet those requirements, e-Logistics Control began to look for a solution that would plan, optimize, monitor and manage the flow of goods within Europe. Postulart explained, "We compared several logistics solution packages but only Quintiq could provide what we needed: a combination of tactical and operational planning, as well as execution management and control."



## The solution

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“Deviant orders are offered separately to the planner, who then assigns them to a place in the plan. Alternative to a manual approach, the Quintiq system can make intelligent choices. In this case, Quintiq provides a possible solution or takes into account the planner’s preferences.”

– Eric Postulart, Director of ELC

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By implementing Quintiq, e-Logistics Control now has command over their transport requirement. A crucial advantage of Quintiq was that the system can be adapted to suit individual needs in a user-friendly way.

“One of the most critical things for us was that we were able to customize the front end so our planners had an environment that was completely configured and optimized for their needs,” said Postulart. “This would mean that they could be more productive more quickly, helping ensure we could meet the project deadlines Scania had set for us.”

Using Quintiq’s software, the predicted volumes are planned in advance as efficiently as possible. This tactical plan is held in the transport planning system. The definitive orders come in directly via Scania’s webportal, which are then loaded into Quintiq and the orders are automatically allocated into the tactical plan. With orders that do not fit into the forecast, the Quintiq system works with the planners in a number of ways to help deliver optimal solutions.

Planners at e-Logistics Control were involved with the Quintiq setup from the beginning, with hands-on involvement building their own logistics, planning and execution package.



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“With Quintiq’s software we’ve seen a reduction in costs on a scale none of us had predicted before we started on this project. This has enabled us to deliver more profit back to the business and pass cost savings back to Scania.”

– Eric Postulart, Director of ELC

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## Benefits

For e-Logistics Control the clearest benefit has simply been that it has been able to create value for Scania through the use of Quintiq. The system went live, on time and in budget March 1, 2004. It has enabled e-Logistics Control to effectively manage the flow of goods between Scania’s suppliers across Europe and the Scania factories in the Benelux, France, Poland and Scandinavia.

Benefits flow from the tactical use of Quintiq. Planners can test scenarios to check solutions provided by the software. Combined with the planners’ years of experience and the software’s artificial intelligence, they can deliver the best solution possible. Additionally, planners have complete visibility of orders and their associated characteristics, and most importantly,

choices of execution. In this manner, the spectrum of speed of service versus economic cost can be delivered through rational and structured information built uniquely in line with Scania’s requirements.

The solution has had other benefits too, not the least of which is as a new business development tool. E-Logistics Control uses Quintiq to demonstrate to other manufacturers what is possible with their powerful proposition, a great benefit in the hard-edged world of logistics.

But, ultimately, all of these benefits pale against the most important factor: cost management.



## The future

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– Eric Postulart, Director of ELC

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With the success of the project assured, the future looks bright for ELC. The company is in discussions with Scania about expanding the area it manages to include more countries. The company is also targeting other manufacturers. At the heart of this expansion lies the company’s software solution, powered by Quintiq. “We are very conscious of our costs, and our ability to keep them under control determines our profitability,” said Postulart. “With Quintiq’s software we’ve seen a reduction in costs on a scale none of us had predicted before we started on this project, enabling us to deliver more profit back to the business and pass cost savings back to Scania.”



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