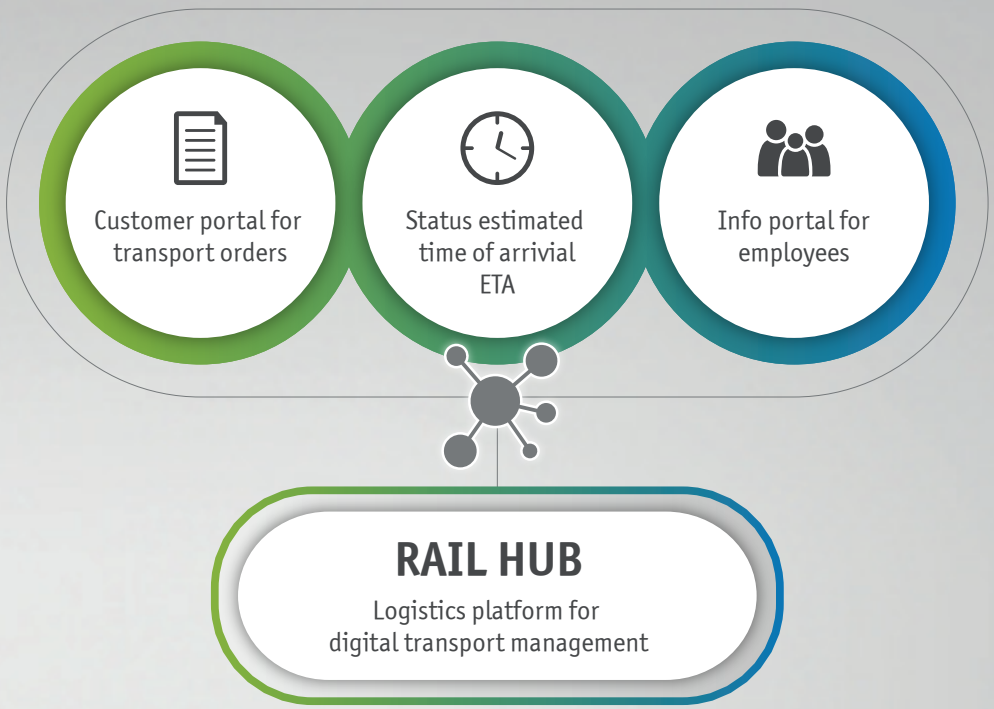

Fig.: The web-based logistics platform Rail Hub links all partners and automates the information flow

Rail Hub – a logistics platform for digital transport management

How can software ensure better logistics processes? It can do so by simplifying, digitising and automating complex and repetitive processes and by providing a central system for all parties involved in the process. Because good planning needs reliable information. And this applies to all partners, whether they are rail transport companies, end customers, forwarders or other service providers. The Rail Hub from ZEDAS - a software geared to international rail freight transport - works as an interface between these partners.

Smooth processing of transport orders

Transport orders can be electronically recorded, coordinated, and approved through the customer portal. To this end, each partner is provided with a clear overview of the information which is important to him.

RFC customers enter their wagon data and wagon set into the booking order form (wagon, container, goods, hazardous goods). This procedure was previously done via e-mail, fax and Excel files. They are now able to make their bookings directly within the system or use the upload function and thus retain their Excel file. The file is validated upon upload. This guarantees the quality and completeness of all data.

The status of trains and their wagons, as well as their GPS location, can be seen in the portal. As well as their deviation from the planned location. This does not only allow a load to be located, but also allows for optimisation of internal logistics processes.

Track and trace for rail freight

Furthermore, the customer can see detailed information about the arrival time for individual deliveries and, thanks to the map view, always has up-to-date information about the location of his deliveries. Since the customer can now get information in real time about whether and how his deliveries are delayed, they can now adjust subsequent logistics or even services.

To this end, the software combines planning data for the entire route and the use of resources such as tracks, vehicles and personnel with actual train running information. This calculation is done automatically and in real time. Disruptions to the operating schedule are immediately taken into account and included in the calculation. The software thus reliably anticipates the arrival time and delivery of customer's order.

Thanks to the possibility of setting up notifications via SMS or e-mail for delayed deliveries, the customer remains up-to-date even when not being logged into the system. With the help of the mobile-optimised web interface, the customer can configure the reason, frequency and communication method for ETA notifications for himself.

Mobile information portal for employees – available anywhere and easy to use

There are many ways of use for a mobile information channel in rail freight. The important thing here is that communication between the control centre and the train driver is organised as uncomplicatedly as possible.

For example, each employee can see and download his duty roster via the information portal. The train driver does not only get the information, which train to drive from which location to which destination. He is also informed about the schedule of his shift, devided into driving time, breaks, train handover or office time. In addition, the employee always has access to his working hours account. As a result, he can see and check plus or minus hours and holiday days at any time.

In addition to a duty roster which can be accessed via mobile device, each train driver can keep an eye on his route information verification, in order to have it refreshed in time and thus to avoid expiry of its validity.