



**MOBILENXT CASE**

## 'DESTIL Prolians products' find their way to their customers in one go, thanks to mobileNXT

DESTIL Prolians is the wholesaler for the construction and industry sector. DESTIL Prolians stands for quality, expert advice and a high delivery reliability for construction-related products. Since August 2007, DESTIL Prolians has been a part of the French multinational Descours & Cabaud.

*'With the help of mobileNXT, the construction and industry sector are supplied with the right products at the right time.'*

DESTIL Prolians has 36 branches, 350 employees and a range of more than 150,000 articles. Customers can quickly obtain the goods they require because DESTIL Prolians works on the basis of "Ordered today, delivered tomorrow". DESTIL Prolians' customer base includes companies in the building trade, mechanical woodworking, interior design and industry.

### **Increasing the service level, through greater insight**

Just like wholesalers in other markets, the construction and industry sectors have an increasing need for real-time insight into the delivery process. Wherever possible, they want to do away with all the paperwork, manual processing and associated errors that arise during the delivery process.

DESTIL Prolians particularly wanted to increase the service level to its customers and have more control and insight into the status and delivery of its products. The ability to quickly follow up



on exceptions and deviations within the delivery process is a requirement to remain competitive in this day and age. "After the first meeting with DESTIL Prolians, it was immediately clear that mobileNXT was a perfect fit for DESTIL Prolians' delivery process," says Patrick Nesse, Business Development Executive at OrangeNXT. "Apart from the realisation of an interface, the desired functionality was fully available within mobileNXT".

Another wish was to send a customer notification by e-mail prior to delivery. In addition to the products to be delivered, this message contains the planned arrival date and delivery window.

### The risk of delivery errors becomes negligible

The drivers of DESTIL Prolians now use the mobileNXT solution, and from now on, they can make use of a wide array of efficient features: viewing a digital route list, barcode scanning, a digital signature, route navigation and registration of exceptions, which are applied during their routes.

"DESTIL Prolians had already applied a far-reaching form of automation within its ordering procedures, route planning, order picking and staging processes. However, the so-called "last mile" still contained room for improvement. This was achieved by OrangeNXT, together with DESTIL Prolians, through the implementation of mobileNXT. Applying mobileNXT has greatly improved the reliability and efficiency in this last part of the supply chain" continues Pascal Kock, Business Consultant with OrangeNXT.

*"Digital delivery via mobileNXT is the next step in the sustainability process for DESTIL Prolians"*

#### ALEX OOMENS

Manager Operations, DESTIL Prolians

The chance of delivery errors is negligible because every crate, pallet or box is scanned before delivery. Arrival and departure times at customer locations are now recorded more accurately, giving the planning department more insight into the required handling time per location. This further optimises the planning process for both the customer and the organisation. Previously, there was a lot of telephone contact between the planning department and the delivery staff in order to measure progress, but this is now a thing of the past! The mobileNXT solution offers the delivery driver the option of taking photos of the products that have been delivered and where this took place. This is an extra safety measure, because often the delivery takes place independently on building sites without a person being present to receive the delivery.

The automated customer notification e-mail also ensures that customers are better informed when





the DESTIL Prolians delivery driver arrives. This contributes to fewer delays on site and an improved customer experience.

### A look to the future

DESTIL Prolians also has plans to use mobileNXT for the returns process. Whereas now the deliverer is reminded to take the returns with him on the basis of an instruction, in the future scanning will be applied in order to check and register exactly what is returned. In addition, the financial systems within DESTIL Prolians will be updated automatically. The mobileNXT product is constantly evolving. Regular updates take place so that new functionality automatically arrives at DESTIL Prolians.



## Fact box

- **19 delivery drivers** use mobileNXT
- **Standard connection realised** with the PTV Group planning system
- Functionality is 100% realised with **our standard product**
- mobileNXT application is used on **Honeywell CT60**, as well as **personal smart phones**

Want to know more about this case?



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