Schenker A/S

Corporate Profile

Schenker A/S is one of the world's leading providers of integrated logistics services.

The company provides support to trade and industry in the global exchange of goods. Specialising in land transport on road and rail within Europe, the closely woven network of regularly scheduled routes connects the principal economic regions in over 30 European countries. Schenker is just as qualified in providing solutions for air and sea freight and associated logistics services on a global scale. Integrated logistics centers located at the hubs of the global flow of goods create an effective link between all carriers allowing Schenker to offer a broad range of added-value services.

In-house experts provide complete, tailor-made solutions for customers with international teams of specialists integrating with the group's individual service modules to create complex added-value chains that ensure a reliable flow of materials and information. Schenker is a part of DB Logistics, the Transportation and Logistics Division of Deutsche Bahn AG. With 90,000 employees and approximately 2,000 offices around the world, Schenker achieves a turnover of £18 billion per year.

The Business Challenge

Seamless data interchange is increasingly becoming more crucial for businesses, particularly for those like Schenker with trading partners dispersed globally and subject to a wide variety of technical and cultural differences. Delivering bespoke logistics needs to customers located globally to worldwide destinations requires a complex web of interfaces with many local trading partners across the world. Each partner and customer has their own preferences for data exchange protocols, communication technology needs and process flows. The range of message formats flowing between partners means that, at some point, translation is a necessity.

As Schenker's business has grown, its customers' needs have required it to deliver an enhanced array of services in more diverse and hard to reach places. In order for Schenker to stay abreast of those needs and deliver accordingly and with ease, the need for seamless exchange of electronic data has been of paramount importance. Visibility into transactions is also imperative. This growth has unsurprisingly brought with it the need to consolidate geographical dispersion into a seamless global network with a central EDI and enterprise application integration (EAI) environment in Schenker's data center in Frankfurt, Germany.

Schenker electronically sends and receives a full range of documents associated with shipping, receiving, invoicing and warehouse operations, including purchase orders, transport orders, status tracking messages and so on. In Europe alone, Schenker has tens of thousands of trading partners who are electronically enabled. Repeat this capability across all the regions worldwide in which Schenker operates and the crucial role of electronic data exchange and the resulting benefits it brings to all partners are compelling.

SWORD (Schenker Worldwide Online Real time Data Network) is the central EDI/EAI solution for the worldwide internal data interchange within Schenker, but also the central environment connecting Schenker's trading partners, shipping companies and airlines. These partners offer a range of services to customers of their own. Quality of service,

visibility and an audit trail are all vital. Schenker has the capability to implement and manage certain communications protocols by itself, but requires expert help to offer complete, top quality service worldwide to all trading partners.

Occasionally, new customers may require Schenker to offer a new or different service that is not already part of Schenkers portfolio of offerings, so it's very important that Schenker can rely on expert help and a flexible, rapid-response service on-demand.

The Solution

Schenker A/S has worked with GXS for over a decade, continually developing and improving its service to customers and trading partners with GXS Trading Grid® solutions, including GXS Trading Grid® Messaging Service and GXS B2B Gateway. GXS has long been acknowledged for the proven and consistent delivery of stable and reliable 24x7 services and well-organised and skilled support teams. In the case of new challenges, GXS can deliver new capabilities to market within short turnaround periods, which is of crucial importance to Schenker in terms of new business development.

Where business needs have been very specific, GXS has been able to support Schenker in meeting customer expectations. For example, in Norway, data transactions are time critical and business sensitive, trucks are not permitted to depart if the electronic customs release is not available due to a customs link being unavailable or disrupted. Reliability of service is of crucial importance in this market.

To satisfy diverse customer needs, Schenker has implemented a range of technologies. GXS was an obvious choice for Schenker, as the GXS Trading Grid® enables Schenker customers to connect with Schenker in the most convenient way for them. GXS Trading Grid® B2B Gateway enables all trading partners, regardless of level of technical sophistication and choice of protocol, to communicate seamlessly. This ensures that no trading partner in the community is left behind. Furthermore, partners can continue to do business using technology they are already familiar with, without expensive and troublesome upgrades or changes.

The Result

The long-standing partnership with GXS spanning over a decade has demonstrated a commitment from Schenker A/S in masking the complexity of B2B e-commerce with customers and trading partners, and consistently enhancing supply chain processes with more digitised document exchange. Schenker has become comfortable with GXS's consistent level of service and technical innovation.

The new contract model affords Schenker the opportunity to act swiftly on requests from customers and enhance its own business offerings. In addition, this extended relationship provides the appropriate environment for Schenker to both consolidate the dispersed nature of its global trading relationships while increasing the volume of data transmitted via GXS Trading Grid® without incurring greater costs to the business.

GXS™

About GXS

GXS is a leading B2B integration services provider and operates the world's largest integration cloud, GXS Trading Grid®. Our software and services help more than 550,000 businesses, including 22 of the top 25 supply chains, extend their partner networks, automate receiving processes, manage electronic payments, and improve supply chain visibility. GXS Managed Services, our unique approach to improving B2B integration operations, combines GXS Trading Grid® with our process orchestration services and global team to manage a company's multi-enterprise processes. Based in Gaithersburg, Maryland, GXS has direct operations in 20 countries, employing more than 2,800 professionals. To learn more, see http://www.gxs.co.uk, read our blog at http://www.gxsblogs.com and follow us on Twitter at http://twitter.com/gxs. You can also access our public filings with the Securities and Exchange Commission at http://www.sec.gov/edgar.shtml.

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