



**intris**  
WISETECH GLOBAL GROUP

**CASE**  
**Trimodal Europe**





## “With TRIS we’re on the right track”

*The Dutch company Trimodal Europe is an intermodal logistics service provider that offers reliable rail alternatives, in particular for the chemical and forwarding sectors. When far-reaching automation of the company's processes became necessary the Intris Forwarding solution came into focus. And so did the shared philosophy, namely thinking in terms of solutions and optimisation.*

The 13 staff members at Trimodal Europe have been working on rail solutions for nearly 25 years now, to offer customers a 100% guarantee that their goods will be loaded and unloaded on time. They operate specifically in the chemicals market, acting as intermodal broker for forwarders but also taking care of train handling for other parties as well. Occasionally they also offer overseas bulk transport.

“In all cases we try to form long-term partnerships, always based on the intermodal solution. Quality and security play a central role, but this is only possible if you approach the task from the customer's point of view in terms of solutions and optimising the customer's processes. Which is exactly what Intris does,” explains founder and managing director Don van Riel (who in 2009 was proclaimed “Railwayman of the Year” in the Netherlands).

### 24/7 availability

Trimodal Europe makes a point of its services being available 24/7. To achieve this there have to be backups for everything: even if a massive power failure hits the Netherlands tomorrow, all customers will still be able to reach Trimodal and the operatives will be able to trace every rail wagon. Even if the offices cannot be reached physically, Trimodal will still remain accessible: everyone can carry on working remotely.

### Basic package with additional rail functions

“We had suffered a negative experience with IT when we first got to know the Intris people at a trade fair, but our growth made it essential to automate our processes. The choice wasn't simple: should we go for a port package, an intermodal package or a rail package? The Forwarding solution offered by Intris was very good, but not immediately applicable to tanker wagons.

We're not an overseas forwarder that draws up B/Ls, and we're not standard: it frequently happens that a single transport job involves four different modes. For instance, we have to record the number of kilometres driven by trucks and feed it into our system. Also, we hire or rent out various types of rail wagons, all at different rates.

But I was particularly charmed by the Intris way of working: holding regular steering groups with the customer, having someone to act as an intermediary between their own IT people and our operational people, and participating actively in finding solutions to cut costs in the chain of transport. For me that was the most important.”

## Step by step

"We began slowly and carefully, step by step. I didn't want to impose a system on our people, I wanted to motivate them to input their own data, so that at the end of the month the accounts department only had to press a single button and out came the invoice.

It's important to have people wanting to work along with the system and feeling good about it. And if it takes more time that way, then that's how it is.

It's now running the way it should. Accounting starts the process by entering the data, Sales draws up the offers and passes the information to Operations, later the Purchasing and Sales come together and then everything goes back to Accounting.

We're now busy with the last phase, namely reporting. Every month I spend three or four days checking to see how we stand: how did the month go, what were the main things that happened, are there customers that stayed away, why is a particular customer not booking any more ...? Things like that. We do have a long-term policy, so I have to be able to see quickly if something is going on."

## 20% time saving

"The Intris solution has yielded significant time savings for us. For instance, just by the simple fact of having to enter a container number only once.

Previously, getting a container by rail just to Mannheim involved repeated phone calls. We collected the container from the ship, brought it to the rail terminal, found a forwarder, gave him the instructions to deliver the container, and so on. Basically a fairly simple operation, but the container number had to be passed on seven times, with all the risks of error along the way. Now we avoid all that."

## Guaranteeing quality

"My greatest concern is quality, which is something you have to guarantee. We are ISO and SQAS (Safety & Quality Assessment System) qualified, which sets us apart in the market. Just like Intris stands apart in its market. We offer that little bit more, and they understand perfectly what we're trying to do. That's why they're so strong in integration."

## Human approach

"Intris is a Belgian company, and I like their 'Belgian' approach. They think along with you, and with your customer, without immediately hitting you with an invoice. Then there's the availability of their people: Bianco as intermediary, Yves who takes care of the operational and technical aspects ... and so on. It makes everything much easier and more direct. And if a problem occurs I'm the first person to be told, immediately. Which of course is the way it should be, but that's not the most important. In my opinion it's more important for us to look together at what can be done about it, in order to improve the overall process. After all we're just people, not robots.

In the meantime I think it's great that they're also thinking in the long term with WiseTech Global, with more opportunities opening up on a larger scale. But thankfully Intris remains Belgian and easy to get along with."



### Trimodal Europe uses TRIS Forwarding, including:

- One-time input from template document or offer file
- Workflow management system, to support the different processes step by step
- Multiple transport modes in a single file
- Purchasing and sales budget registration
- Automatic printing and sending of transport jobs
- Sending invoices directly to the customer
- Interfacing of purchase and sale movements with the Financial Management System

### Five reasons why Trimodal opted for Intris

(above and beyond the TRIS solution):

- Thinking along with the customer
- Thinking in terms of solutions
- Regular get-togethers and brainstorming (even after handover)
- Human approach, easy to get along with
- They know exactly what they're doing



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