

HIGH-PERFORMING LOGISTICS FOR NEW-AGE FREIGHT FORWARDING



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ACS LOGISTICS

The logistics industry is ripe for change as its increasingly dynamic and uncertain nature pushes freight forwarders to adopt innovative strategies to keep up with the changes. To overcome this variability, the industry needs improved visibility across the supply chain and fast, easy access to accurate data. At the same time, freight forwarding agencies must meet the high customer expectations in logistics today. However, they fail to do so as a majority of customer service agents and logistics experts are bogged down by mundane, repetitive tasks in the supply chain.

Heralding a new age of logistics to streamline business processes through process-driven automation is ACS Logistics, a logistics service provider focused on international freight forwarding.

“With years of experience in freight forwarding, we formed a clear, strong, harmonised software infrastructure and architecture fully reflecting our operational processes, that allows us to provide a better experience to our customers,” says Thomas Sticht, Co-Founder and Managing Director of ACS Logistics.

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When rapid software innovations were just entering the scene, ACS Logistics took the Austrian freight forwarding scene by storm as one of the earliest adopters of a business model that is based on transforming future customer demands into smart logistics solutions. ACS Logistics is the first Austrian logistics provider to implement the powerful global logistics execution platform, CargoWise, as its elite operational system.

ACS Logistics has developed its own web services for customers, centred primarily on visibility and monitoring. The company's proprietary

information, the company's solution minimises the information and visualises it, enabling customers to quickly identify the status of their shipment on accessing the platform.

ACS Logistics has designed a smart log-on system on its visibility platform with simplification as the key, allowing customers to log in with a simple authentication email rather than having to maintain passwords.

Steadfast in its motto of "Simply Excellent," ACS Logistics relies on its strong operational system to support, guide, and lead the logistics operation through every order, allowing better

digital forwarder. This allows it to customise the best solution in a way that it can be integrated with the customer's system instead of pushing every digital goal onto them. This high level of individuality makes it unique in the market.

As a lean and agile organisation, ACS Logistics' focus on running a high-performing, integrating leadership culture positions it to react promptly to day-to-day global changes. Targeting today's logistics challenges since day one, ACS Logistics is constantly driven to become the leading quality provider



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WebTracker solution is built on the latest architecture in terms of loading times and design, replacing its current CargoWise web tracker.

Through its visibility and tracking solution, ACS Logistics is tackling a major hurdle in large logistics platforms – maintaining large volumes of user information and passwords. Instead of bombarding the user with

communication with customers to provide a tailored experience and enhance its services. Dedicated to providing a constant high level of service to all of its customers, the company trains and educates its staff to be exceptional logistics planners.

ACS Logistics combines the best of both worlds of the conventional analogue forwarder and the modern

of international and overseas logistics. This clear and strong approach has led the company on a path of rapid business growth.

At the pinnacle of its growth and continuing to grow as a leading service provider, ACS Logistics' business stability and multiple award wins are indisputable proof of the company's unique business model. **LT**