

# nightstar express



Night Star Express

Customer magazin  
3/2018

**NEW IT SOLUTION** IMPLEMENTED  
EVERYONE'S A FAN



2018 HEATWAVE  
DIGITISATION GATHERS PACE

Hot, hotter, summer 2018. Throughout Europe, including Germany, we've all been mopping our brows in temperatures of up to 40 degrees – both at work and on holiday. Meteorologists are already talking of a record-breaking summer of the century. But here at Night Star Express, the hot topic of the summer was the implementation of our



new IT system, which reached its critical final phase in the past few months. So we're all the more delighted to be able to say that we managed to successfully launch our new IT solution throughout the entire system network by 31 July 2018, in spite of the temperatures outside.

After a number of implementation phases, the transition to our new IT system went according to schedule and without a hitch. All the staff involved, both locally and nationally, did a great job. For more details, see our article on pages 8 and 9 of this issue. I would like to thank each and every one of them for their dedicated and strenuous work. Our customers can now benefit from an even more reliable and transparent overnight express service.

With this in mind, I hope you enjoy reading this issue and would like to wish you a prosperous autumn 2018.

Best wishes,

Matthias Hohmann

WORLD CUP  
GUESSING GAME  
CONGRATULA-  
TIONS!

The winners are:

**1st place:**  
**Jürgen Fischer** with 175 points

**2nd place:**  
**Stefan Valpertz** with 161 points

**3rd place:**  
**Stefan Schwarz** with 161 points

**4th place:**  
**Frank Paulsen** with 160 points

**5th place:**  
**Florian Vogginger** with 157 points

Congratulations!

We would also like to thank all of the participants in the heats, who played with such fervour and fun!



NIGHT STAR EXPRESS PROVIDES  
„NEXT DAY“ SERVICE  
TO POLAND

DELIVERY NETWORK EXPANDED EASTWARDS

Night Star Express is expanding its delivery network in Poland. In future, the CEP experts will be able to make deliveries to select Polish postcode areas within 24 hours. The new service is primarily aimed at customers in the aftersales divisions of the automotive, construction machinery and agricultural machinery industries.

In cooperation with logistics partner LSi, the consignments are processed and loaded up in Wrocław. The customers can choose between three delivery options for the new service: Next day end of business day (EOB), next day before 12 noon, and end of business day tariff delivers all door-to-door consignments to select postcode areas within 24 hours, safely and punctually.

“Next day before 12” describes the delivery to select postcode areas within the next day delivery window until 12 noon. The end of business day (48 hours) option guarantees delivery of the consignments, even to remote or sparsely populated areas, within just 48 hours. The standard processing times of 24 and 48 hours depend on the recipient's postcode area, however. Customer-specific exceptions may be possible and can be arranged in advance with the dispatch partner. What is important here is that all pick-up times are clarified in advance with Night Star Express, emphasises Andreas Eversmann, Product Manager, CEP Services at Hellmann. This means that all areas could be served within 24 hours upon request with the relevant rush fees.

The new route was launched with client Grimme Landmaschinenfabrik GmbH & Co KG. Night Star Express distributes machine parts and replacement parts from the central Grimme facility in Damme, Lower Saxony, via its Osnabrück and Hanover sites. All consignments for Poland and other central and eastern European markets are picked up in Damme with the first collection so that they are ready to leave the Night Star Express warehouse by 7 p.m. With distances of up to 750 km to cover, a separate scheduled vehicle enables us to provide the “next-day” service.

From left to right: Bernd Schildmeyer, Grimme, and Katrin Spenthof, NSE Hellmann, with the symbolic first delivery



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# MORE THAN JUST A PETROL PUMP

PETROL STATIONS TURNING INTO CONVENIENCE STORES

**Have a guess: How many petrol stations are there in Germany? The answer: There are currently 14,478 roadside petrol stations, including 358 on Germany's auto-bahn network. While foreign oil corporations such as Aral, Shell, Total, Esso and JET do operate the largest petrol station networks in Germany, there's still plenty of space in the market for German SMEs. Lots of independent petrol stations, such as the bft own-brand garages, have turned their shops into convenience stores – and are making a mark as such. Around 25% of fuel in Germany is now sold by independent petrol stations.**



Lantzerath Tankstellentechnik GmbH in Cologne, from left to right: Marcel Bamberg, Warehouse Clerk, Stefan Halfenberg, Purchasing, and Linda Hageler, Head of Purchasing and Material Management, Lantzerath Group Germany, with Joachim Zeuch, Project Management, Sales and Ralf Stevens, Operations Manager, Night Star Express



A partnership with a personal touch: (from left to right) Linda Hageler, Joachim Zeuch and Ralf Stevens

Lots of people have to work behind the scenes to keep the fuel flowing from the pumps around the clock and the shop stocked with chilled drinks, freshly brewed coffee and fresh bread rolls. The vast majority of these people are not even employees of the petrol station leaseholder. When it comes to the all-round technical management of a petrol station, this is where specialists such as Lantzerath Tankstellentechnik GmbH and its subsidiary Topteq Tankstellentechnik GmbH come in. Since 1971, Lantzerath has not only taken on the maintenance and up-keep of all equipment and systems of a petrol station as a full-service provider, but can even provide a turnkey petrol station for the client upon request, including a concept, designs and construction supervision. With around 1,000 employees at 19 sites across Europe, the Lantzerath Group is now the largest private family-run company in its second generation in this market segment.

"Our clients include around 7,000 petrol stations in Germany," explains Linda Hageler, Head of Purchasing and Material Management for the Cologne-based Lantzerath Group Germany, in an interview with the nightstar express editorial team and customer advisors Joachim Zeuch, Project Manager, Sales Night Star Express GmbH Logistik, and Ralf Stevens from Night Star Express system partner CretschmarCargo, Düsseldorf. "That's almost 50% of all petrol stations in Germany, but it must be noted that the number of petrol stations has been declining

in recent years. The figure peaked at over 46,000 garages about 50 years ago. But that doesn't mean that the demand for fuel is decreasing. Car registrations are actually at record levels but vehicles are more efficient than ever and have bigger ranges, meaning they have to refuel less often. The major corporations such as Aral, Shell, Esso and JET in particular are able to optimise their networks and are tending to operate bigger and bigger garages. Independent petrol stations often take over the locations that the conglomerates abandon and are able to run them at a profit due to their lower overheads.

In any case, most petrol stations today do not make much money from the sale of fuel, making their profits from larger and larger shops instead. They are turning into local convenience stores," Linda Hageler says. "It looks like the trend is set to continue towards offering customers a broader range of food and drink. Of course, we're adapting in line with this trend and maintain and/or repair everything you could find at a petrol station for our clients – from petrol pumps and coffee machines to lighting systems and the car wash, which we also refer to as the 'washing machine'," Linda Hageler grins.



Master of the replacement parts warehouse for Lantzerath in Cologne: Marcel Bamberg





**160,000 CUSTOMER SERVICE TICKETS  
IN 2017 – IN GERMANY ALONE**

Almost 400 Lantzerath Group Germany service technicians with different areas of maintenance expertise hit the road every day in order to resolve service tickets reported by Lantzerath customers. In 2017, this figure reached a total of 160,000. Only one fifth of these tickets are scheduled maintenance tasks, meaning that the majority are ad-hoc call-outs. These have to be managed by the Lantzerath Scheduling department alongside the technicians, who have to fulfil the tasks to the complete satisfaction of the customer within the contractually agreed response times (the shortest being within four hours in the event of the complete breakdown of a petrol station). “It was important for us, therefore, to find a partner who would be ready at a moment’s notice to supply our service technicians with the required replacement parts for the next day’s route to the customer to clearly defined drop-off points,” explains Linda Hageler. Lantzerath keeps 12,000 different parts at the ready in its central replacement parts warehouses in Hamburg and Cologne.

“That’s how we came into contact with Night Star Express. The concept and performance pitched by Messrs Zeuch and Stevens convinced us. We have been working together with them since late 2016 and we’re delighted. The most important feature is the delivery of all the required replacement parts to a secure deposit box. This is located at a garage appointed by the service technician, near to his or her home – anywhere in Germany. With deliveries provided by Night Star Express by 8 a.m. Since the start of the partnership, our fitters have experienced huge time savings and can immediately focus on getting their actual work done. Another advantage of the partnership with Night Star Express is the personal and trusting relationship with Joachim Zeuch and Ralf Stevens,” Linda Hageler emphasises. “We receive a proactive status update about the consignment every day and the delivery quality, information sharing and communication are all excellent. The decision to make Night Star Express our overnight express partner has been a huge plus for us. We benefit from an excellent service that sets new standards and leaves both us and our customers more than happy.”

*Stefan Halfenberg, Purchasing, opens the secure Night Star Express deposit box, one of which is positioned in front of the Lantzerath headquarters in Cologne*



# RAMP TRANSFERS MADE EASIER

## „KOLIBRI“ RESEARCH PROJECT

What was launched as a research project in September 2017 and scientifically described as a “collaborative supply system with mobile ramp transfers for time-critical consignments” (German acronym: KoLibRi) has now gained momentum. KoLibRi involves the development of an app for mobile devices that dynamically schedules and communicates locations and times for replacement parts, with information shared among service technicians, delivery drivers and customers. Night Star Express is involved as a practical partner in the research project, which is un-

der the consortium leadership of the Fraunhofer Institute for Material Flow and Logistics (IML). The overall aim of the project is to develop a scheduling app that displays the best handover location for the delivery driver and service technician on a mobile device. The app’s innovation lies in the fact that it takes into account route data from companies throughout the network. The advantage of the project for Night Star Express is that it aims to make handover times and locations for replacement parts for

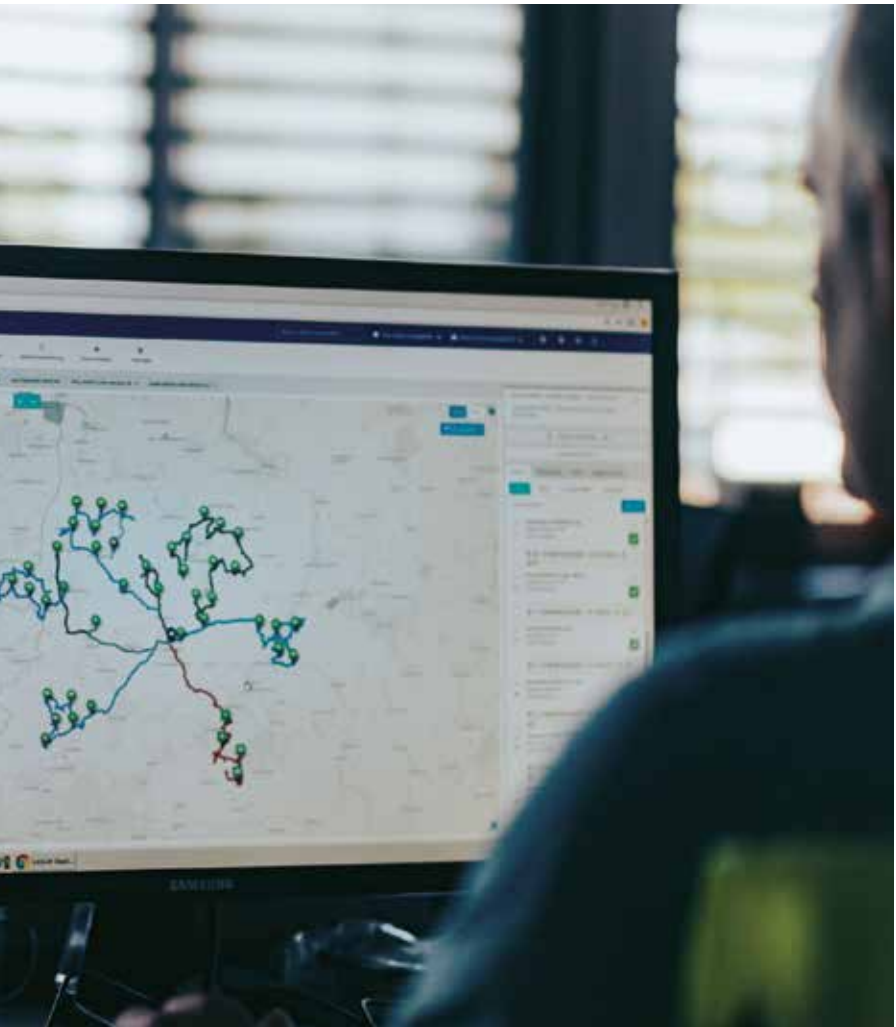
service technicians as flexible as possible via dynamic scheduling. Optimised scheduling also reduces the distance travelled – while simultaneously increasing the level of service. The project is currently in the design phase. Numerous application scenarios have already been defined and the next step will involve the modification of logistics processes and data and information flows. Here, the exchange of information between different companies in the network will pose the biggest challenge.



# NEW IT SOLUTION IN PLACE

## DIGITISATION MAKES FURTHER HEADWAY

In the context of digitisation and the developments it entails, 18 months ago, Night Star Express gave the green light to the launch and implementation of a new system-wide IT solution in order to optimise processes in Germany. Following the on-time implementation of various test phases over recent months, on 31 July 2018, the big day had finally come: All Night Star Express operations in Germany now work with the new IT tool in day-to-day business. And it's going really well!



Any company deciding to acquire and implement a new IT solution is faced with a major challenge: introducing it within the company. So, how is new software launched and what has to be taken into account? The nightstar express editorial team asked Jens Schoneboom, the project manager from the central coordination office, about how Night Star Express mastered this challenge.

**Editorial team:** *Mr Schoneboom, from the headquarters' point of view, what was the biggest challenge in rolling out the new IT system?*

**Jens Schoneboom:** It was linking the new app to the various in-house systems operated by our partners. The new IT solution was already being used successfully by our Swiss partner, so we didn't have to change much about the app itself. To integrate it into our in-house systems, we put together a project team of IT staff representing all partners, the software provider and the central coordination office, and this team worked together closely on the coordination of all process steps during the implementation phase. It all worked beautifully, with our colleagues from the individual IT departments doing a really impressive job. Because of their efforts, we were able to meet the deadline we had set

ourselves for the implementation of DisGo. Representatives from our system partner Hellmann Worldwide Logistics, speaking on behalf of all our partners, spoke to us about the roll-out from the system companies' perspective, and what the great thing is about the new IT system. Hellmann's IT Project Manager Jörn Winkler was joined by Andy Eversmann, Enrico Wiesel, QM Supervisor, Hamburg, and Katja Bablich, Team Manager in Klipphausen, who were delighted to answer our questions.

**Editorial team:** *Mr Winkler, what do you think is the main reason for the successful implementation of the new Night Star Express IT solution within the Hellmann in-house system?*

**Jörn Winkler:** I think it's down to the fact that, right from the start, the new software, scanners and the advantages of both solutions in combination with our TMS (transport management system) were met with enthusiasm from all users in our Night Star Express network. All businesses were highly motivated and committed to working on the implementation in the various test phases.

**Editorial team:** *What do you personally think is so great about the new IT solution?*

**Andy Eversmann:** We're big fans of the improved real-time information flow for all users (less searching, fewer queries, more knowledge). In particular, we also appreciate the ongoing data exchange, fast operation via a clear, well-structured system that offers us the option of making our overnight express processes even more efficient and that also helps us to avoid mistakes in our day-to-day work. It's a great piece of software that has not yet been used in any of our other partnerships with this level of complexity. We have therefore broken new ground and have discovered that this IT tool is ideal for meeting our overnight express needs and can be expanded at any time. With lots of support from the Hellmann IT team, we have managed to integrate the new system into our TMS within a relatively short period of time. As one of our two IT professionals said of the interface development: "Managing this was a phenomenal undertaking."



**Editorial team:** *What was the project plan like? Can you say a few words about the process and implementation in your seven Night Star Express operations?*

**Jörn Winkler:** First of all, the software already in use with Night Star Express Schweiz AG was a great foundation for the project, which was given the once-over in a test phase. In close cooperation with Leon Kellermann, 1st Log, we tested every aspect of the software, examined work processes and continually adapted the software and also our work processes. By October 2017, the time had finally come – the software was ready to go live. We installed the software in our Night Star Express operation in Bremen, which acted as a pilot facility for testing from that point on. From October, together with the Operations Manager and all the staff and drivers, I put the new software through its paces, rechecked work processes and adapted them to the software where it was logical and efficient to do so. However, there were certainly situations where it was necessary to optimise the software with regard to the processes in Germany. During this time, I worked very closely with 1st Log and the central coordination office. Optimisations were carried out continually until a software version was programmed with Night Star Express Germany-specific points that ran smoothly in Bremen. Only then did we start the gradual roll-out of the software in our operations in Klipphausen, Krostitz, Lehrte, Hamburg and, finally, in Osnabrück.

**Katja Bablich:** Once we had collected all this information from Bremen, we were dying to try out the new software ourselves. The scheduling alone is much simpler now. In real

time, we are able to see when a route has been completed, influence this in a flexible way and talk to the driver. We can view our routes in real time and have built up a smooth-running collection scheduling service within the new software. This feat of revising many of our processes and restructuring our routes was only possible with the incredible support from Jörn Winkler. Examining, considering, understanding and implementing the concepts together – that was the recipe for success. So thank you, Jörn, on behalf of all of us.

**Enrico Wiesel:** The drivers have also received a fantastic aid and way to make their work easier in the form of the new scanners. The scheduling is great, which results in huge time savings, and they can access the central deposit database directly via the new delivery app. Everyone at Night Star Express is really impressed.

**Andy Eversmann:** I wholeheartedly agree. The entire test and implementation period for the new Night Star Express IT solution is the perfect example of a successful partnership between all those involved: 1st Log, the NSE central coordination office in Unna, Hellmann IT and, of course, all the staff, drivers and commercial staff at our businesses. I would also like to extend my thanks to everyone involved, but also for the compliment that we received from Leon Kellermann: "By linking both systems, you have successfully squared the circle."

**Jens Schoneboom:** I, too, would like to thank all participants, particularly Leon Kellermann from 1st Log. The example set by Hellmann shows that this kind of project can only be mastered together and if everyone pulls together.





EXCEPTIONAL

BRAND DEVELOPMENT

WINS AWARD

ZUFALL LOGISTICS GROUP WINS

GERMAN BRAND AWARD 2018

Night Star Express system partner ZUFALL logistics group has received the German Brand Award 2018 in the Logistics and Infrastructure category. The prize is awarded every year by the German Design Council for successful branding and sustainable brand communication in Germany.

When Tino Mickstein stepped up to accept the award in Berlin on behalf of the company, he was overjoyed: "We want to be the most customer-friendly logistics service provider and that requires a suitable brand image," explains the General Director of Marketing and Communication for ZUFALL logistics group. "We see the award as an endorsement of our comprehensive brand

strategy, which we developed in order to achieve this aim." To do this, the family-run company implemented an ongoing brand development process three years ago that it continues to pursue to this day and regularly hones. "Treating clients to excellence" is the motto informing all of ZUFALL's business activities and is also reflected in the products and services it offers, right down to the customer focus of every member of staff. "We have presented a convincing case for how we not only communicate our message, but also how we live by our credo in our day-to-day business," explains Tino Mickstein. To do this, the company formulated six strategy goals, each of which is assigned quantifiable

measures and initiatives. Clear customer focus, environmental responsibility and employer branding are some of the key areas of focus.

By awarding the prize, the panel of judges not only showed their appreciation of the brand strategy but also the communication strategy. Furthermore, the panel also makes sure that the prize-winners not only champion themselves as a company but also drive their entire industry with their brand development. What's unusual is that participants do not put themselves forward for nomination but are selected and nominated by the German Brand Institute. ZUFALL managed to win the title from a total of 1,250 submissions.



G. ENGLMAYER, SPEDITION GMBH

URNS 160

A REASON TO CELEBRATE!

We announced the 160th anniversary of Austrian partner G. Englmayer, Spedition GmbH back in the 1/2018 edition of nightstar express.

On 9 June 2018, the firm celebrated the highlight of the year: the huge staff party on the grounds of the company headquarters in Wels. For the purposes of the event, a whole hall was completely cleared in order to make plenty of space for the 350 or so employees from eight different countries to party.

A sporty supporting programme made sure there was plenty of entertainment during the day. A total of 16 teams competed in a fun table football tournament, battling it out for almost four hours to take the top spot, which was claimed by a team from Romania. Anyone wanting to test their skill could prove their mastery on the small forklift obstacle course outside.

Plenty of culinary comforts were available too, with a whole ox roasted on the spit. The

employees were able to enjoy it throughout the evening and celebrated together in an easy-going atmosphere.

G. Englmayer, Spedition GmbH would like to thank its entire staff for their loyalty. Now let's look forward to the 170th anniversary!





# SPONSORING SUPPORTING OTHERS AND ACHIEVING AIMS

Marcel Tüscher  
and go-kart  
driver Nils Korge

According to Wikipedia: “Sponsoring describes the act of an individual, organisation or private company supporting another individual, group of people, organisation or event financially or through the provision of products or services with the expectation of receiving in return performance that supports the sponsor’s own advertising and marketing aims.”



Damien Raemy  
with his IDM  
superbike



Remo Lehmann from R+R  
Mototeam GmbH

However, this definition doesn’t quite fit Night Star Express Schweiz AG. We don’t intend for our support and sponsoring contributions to merely result in financial gain for us. Equally, they may not necessarily be advantageous to us. Instead, they should be used to help a wide range of people realise their dreams and achieve their personal goals. They should foster enthusiasm, support people and simply enable people to have fun.

For us, sponsoring means being emotionally engaged through joy and jubilation but also with tears and defeats. Sponsoring needs to inspire passion in us and in our beneficiaries, it should motivate everyone and get them on board, pushing them to achieve new personal bests or simply helping them to realise their own aims. Of course, it’s fantastic if our feelings and financial support are associated with the exceptional performance characteristics reflected in our own products, such as speed, perfection, quality and sustainability. But we don’t put this hope before our commitment to the individual. It’s not a prerequisite that we pursue at all costs. For us, it’s all about the people and their hopes, aims and performance, which we are able to foster, support and enable with our aid. We know how important it is to continue to be-

lieve in the impossible, in the goal you have set yourself, despite popular belief and what may seem like the reality at the time – with courage, dedication, passion and the will to succeed and achieve your aims.

We want people who know what they want, who have already invested a lot in their goals but still have to master a financial challenge – we want to be able to support them so that they can overcome the final challenges standing between them and the finish line.

Lots of our decisions are made based on a

gut feeling – from an emotional point of view. You talk to an applicant, a girl or boy, man or woman, who impresses you with their passion. Genuine emotion, dynamism, relatability, pragmatism, preparation or sheer force of will can all be the reasons behind such a decision.

We stand up for our commitment and are proud to be able to do something to help other people achieve their aims. We love emotions and are delighted to be able to support them.







# NEW FOUR-YEAR CONTRACT CONCLUDED

ATAG VERWARMING NEDERLAND AND  
NIGHT STAR EXPRESS HELLMANN

ATAG Verwarming Nederland and Night Star Express Hellmann have extended their partnership, which was coming to an end, with a new four-year contract signed a few weeks ago. This means that Night Star Express Hellmann will continue to supply fitters from ATAG Verwarming Nederland in the next few years, too. This renewed partnership is the expression of the great level of trust that each party has in the capabilities of the other.

innovative heating solutions that make a sustainable contribution to the environment and society.

To achieve this, ATAG Verwarming offers high-quality services by working with suitable partners. Night Star Express Hellmann offers one such service – supplying ATAG service technicians with replacement parts every day.

In addition to the personal approach, supply reliability and the will to continue to adapt and grow, both companies also set great store by reducing CO2 emissions. Night Star Express Hellmann regularly tests and monitors its fleet. Logistics companies are also expected to drive the latest vehicles in order to guarantee the lowest possible CO2 emissions. Route optimisation also plays a big role in this. All in all, this makes Night Star Express Hellmann exactly the right partner for ATAG Verwarming.

Not to mention the local Achterhoek culture, which is shared by both companies – from their down-to-earth, no-nonsense atti-

tude to their shared passion for the professional football team De Graafschap. So it's little wonder that ATAG Verwarming has once again chosen Night Star Express Hellmann as its overnight express service provider.

Night Star Express Hellmann is very happy with the extension of the contract, which will link both companies with one another for the next four years. "ATAG Verwarming Nederland is a great company and we are happy to work alongside it. For this reason, we are delighted that both companies from the Achterhoek region are continuing their tried-and-trusted partnership for the long term," says Robert Overgoor, Commercial Manager for Night Star Express Hellmann.

\* The Achterhoek (meaning "back corner") refers to the part of the Dutch province of Gelderland that is situated to the east of the Gelderse IJssel and west of North Rhine-Westphalia.

Who are ATAG Verwarming Nederland? At ATAG Verwarming Nederland, the focus is entirely on innovation and growth. Award-winning products in the world of heating have been manufactured in Lichtenvoorde in the Dutch province of Gelderland for over 70 years. The focus is on solid workmanship and the down-to-earth attitude of the Achterhoek\* residents. Day-to-day business not only includes the energy-efficient optimisation of standard products such as boilers and water heaters, but also investing in projects geared towards future energy applications. ATAG sells its products around the world – both to consumers and to B2B customers.

In addition to specialising in high-efficiency technology for boilers, the company is looking ever more closely at sustainability and reducing global CO2 emissions. In doing so, ATAG pursues a single goal: to offer new and



From left to right: Peter Koeleman, Purchasing Manager, ATAG Verwarming Nederland, and Robert Overgoor, Commercial Manager, Night Star Express Hellmann



