

# CarLo

R E P O R T



## CUSTOMER MAGAZINE FOR LOGISTICS SPECIALISTS

SUMMER EDITION 2021



inDEED CarLo® inspires worldwide | inMIND Artificial intelligence and machine learning as standard



Soloplan GmbH – A company with many facets:  
Take a look behind our scenes!



## Dear customers, partners and readers of CarLo REPORT

Summer has arrived – our second summer with Corona. Nevertheless, the situation is different at the publication of this edition of CarLo REPORT than it was in 2020. We are at the end of the pandemic and thus at the beginning of a new start of our social life.

Therefore, **"FULL SPEED AHEAD INTO THE FUTURE"** is our motto for the coming months in two different respects.

Full of zest for action and more motivated than ever, we face exciting future topics. **ARTIFICIAL INTELLIGENCE IN TRANSPORT PLANNING** is one of them – and, as ever, Soloplan too is always in the lead when it comes to innovation and further development in the transport sector.

In **COOPERATION** with the **University of Kempten**, Soloplan has already been successfully working on developing new technologies for many years. With the opening of the **"INNOVATION LAB"** – a separate lab for research regarding digitalisation in the logistics sector –, we focus on modern topics such as voice control or Augmented Reality.

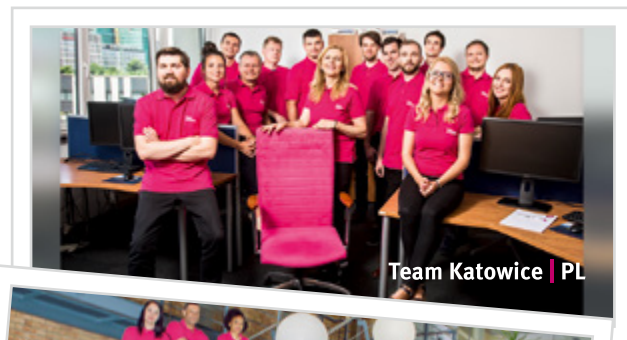


This CarLo REPORT deals with all of those future topics, but also with the developments in our software company in the course of the last months. We face the exciting times ahead with optimism. Enjoy!

**Greetings from Kempten**

**Wolfgang and Fabian Heidl**

CEO and CEO International of Soloplan GmbH



## SOLOPLAN IS *THE* SOFTWARE COMPANY OF THE LOGISTICS SECTOR.

From our company headquarters in the Allgäu and four branch offices of our own, **210 SOLOPLAN EMPLOYEES** support around **1,200 CUSTOMERS** with over **25,000 USERS ALL OVER THE WORLD**. We always have your requirements in mind – and are on site for you worldwide. Whether in "Soloplan City" in Kempten or in the branch offices in **DRESDEN, POLAND, FRANCE, SOUTH AFRICA** and – **NEW IN 2021** – at our location in **BIRMINGHAM** (UK).

We are experts in the transport sector and know exactly what you expect from your logistics software. Our employees have a high level of expertise and work together in a goal-oriented manner, which is the basis for providing services of the highest standard. We create individual solutions for the entire world of logistics. Healthy growth and sustainable development are integral parts of Soloplan's corporate philosophy.



COVER STORY **inDEED**



# CarLo® – The Lion King of Logistics Software Solutions

– inspires worldwide

Only a model truck in the past – now, it is reality: The unique CarLo® TRUCK by KENBERT TRANSPORT.



At the beginning of 2020, the South African logistics company **KENBERT WAREHOUSING & TRANSPORT** started using the transport software CarLo®. Since then, about 50 of their own trucks have been driving with the logistics software developed by Soloplan – including one very special model. As of late, the "CarLo® truck" has been travelling South African roads and definitely draws all eyes to itself.

This truck was originally planned as a model for miniature trucks; however, it quickly became clear that the design of this truck was to be realised in the future. In cooperation with KENBERT TRANSPORT, the project has now been implemented and the miniature truck has now become a real eye-catcher on South African roads.

Since KENBERT TRANSPORT's foundation in the 1980s, the transport company from Johannesburg has become one of the **BIG PLAYERS** in **SOUTH AFRICA**. With over 120 employees and more than 50 vehicles, KENBERT have established themselves on the African market and are on **COURSE FOR EXPANSION** – also due to the **MIGRATION TO CarLo®** a year ago. The use of cutting-edge logistics software and the resulting time and cost savings ensure a continuous expansion of the company's position in the market. Through the transport management system CarLo®, multiple processes have been digitised, procedures have been accelerated and a more efficient workflow has been created. Thus, as a result of the cooperation – which has been going on for only a year so far –, this special "CarLo® truck" has been presented.

[WWW.HS-KEMPTEN.DE/EN](http://WWW.HS-KEMPTEN.DE/EN) **inTOUCH**



## The cooperation with the University of Kempten

– a long-standing success story

The partnership, which has been in place since 2005, offers students and university graduates countless possibilities.

That is why it is no surprise that many software developers graduated from the "University in the Alps" in Kempten before starting their career at Soloplan. The cooperation with the university is by now indispensable for research purposes as well. Just recently, students of the faculty of computer science were able to present the most recent results of a research project on the topic of **"WORK 4.0 – THE USE OF AUGMENTED REALITY IN THE LOGISTICS SECTOR"** in cooperation with Soloplan's development department.

Another central aspect of the cooperation is the **INNOVATION LAB** at the university, which was opened last autumn and where, since then, students have been researching innovative technologies and solutions for the progressing digitalisation in the logistics sector.

Within the scope of the cooperation, Soloplan also offers students the possibility of completing their fifth semester – which is a **PRACTICAL SEMESTER** providing students with knowledge of the real working world – directly at the software company's headquarters in Kempten.

You can find all information on the topic of career at Soloplan and our open positions under ...

[WWW.SOLOPLAN.COM/CAREERS](http://WWW.SOLOPLAN.COM/CAREERS).



*Partners who make a difference together: Soloplan's founders, the Heidl family (left) with representatives of the University of Kempten (right)*

# At a glance

– your pins of interest



NEW PERSPECTIVES?  
SOLOPLAN YOUR FUTURE!

Every single one of our approximately 210 employees has different tasks and interests – at work and at home. In our new series of interviews, "In conversation with", we give you a look at the different departments at SoloPLAN and the minds behind them. Take a look now under [WWW.SOLOPLAN.COM/NEWS](http://WWW.SOLOPLAN.COM/NEWS).

Looking for a new perspective? We are looking for IT specialists and creative minds who never stand still, are in a state of constant development and want to go new ways with us. You can find all of the information on a change of perspective under [WWW.SOLOPLAN.COM/CAREERS](http://WWW.SOLOPLAN.COM/CAREERS).



The logistics software CarLo® in action every day We visited four of our customers at their locations in Germany. They tell you why they chose SoloPLAN as a partner and share their experiences with the TMS CarLo® and its add-ons. **SIMPLY SCAN THE QR CODE AND: ACTION!**

SoloPLAN's internationalisation moves forward: In order to continue to increase service and sales activities in the **UNITED KINGDOM** as well, we are currently building up our sixth **LOCATION IN BIRMINGHAM**. John O'Brien is the first SoloPLAN employee on the island – more are to follow!



SEE YOU SOON IN GREAT BRITAIN



John O'Brien  
welcomes you in the UK

**EXCLUSIVELY FOR OUR CUSTOMERS** – Until **31/08/2021**, you can benefit from our partnership with **SYGIC** and receive the **SYGIC TRUCK NAVIGATION** for the EU area with



- Professional routing for trucks—including dangerous goods
- Online maps with 3 years of free map updates
- Display of motorway parking along the routes
- Voice-controlled driving instructions with street information
- Transfer of routes via CarLo® directly to the navigation
- Licence management portal for the remote management of licences

for the significantly reduced purchase price of only **EUR 79.99**

Contact **Ms Andrea Zitnanska**, [azitnanska@sygic.com](mailto:azitnanska@sygic.com) of the Sygic sales team and use the **action code SOLOPLAN-Sygic** to benefit from the exclusive partner offer.





## The new 4-star hotel

– at the Berliner Platz in Kempten

**Soloplan City continues to grow: In September 2021, the new Soloplan City Resort will open and offer its guests rooms with sophisticated furnishings, a first-class restaurant and an inviting roof terrace.**

The 4-star hotel, which has been in construction since May 2020, is comprised of **37 SPACIOUS, LUXURIOUSLY FURNISHED DOUBLE ROOMS** and **AN EXPANSIVE SUITE THAT CAN ACCOMMODATE UP TO FOUR PEOPLE.**

Hotel guests and visitors from the region, as well as Soloplan employees, can enjoy a healthy lunch at the **HOTEL'S OWN RESTAURANT.** In the evening, the hotel and restaurant offer an exquisite **À LA CARTE SERVICE** and a pleasant **HOTEL BAR.**

The entire hotel and restaurant complex will be **MANAGED** by the experienced hotelier and restaurateur **MICHAEL RIESSLAND,** who is known across regions for his first-class Bavarian cuisine.

As a modern city hotel, the **SOLOPLAN CITY RESORT** caters in equal measure to the needs of national and international business travellers, tourists and visitors to the city.

The high-class **BUSINESS HOTEL** offers unparalleled added value—particularly to the numerous Soloplan customers visiting the Soloplan headquarters in Kempten to take part in training sessions that last several days.

The infrastructurally favourable location of the resort at the Berliner Platz and the direct **CONNECTION TO THE A7 MOTORWAY** attracts both business travellers as well as visitors to the city of Kempten and the entire leisure region Allgäu.



*Soon, you can spend the night at the Soloplan City Resort on Soloplan's premises, directly next to the Soloplan Academy*



*Learn more about CarIQ® by taking part in our academies and spend the night at the Soloplan City Resort next door*



*For conferences of all kinds, our spacious seminar area offers six optimally equipped rooms in different sizes*

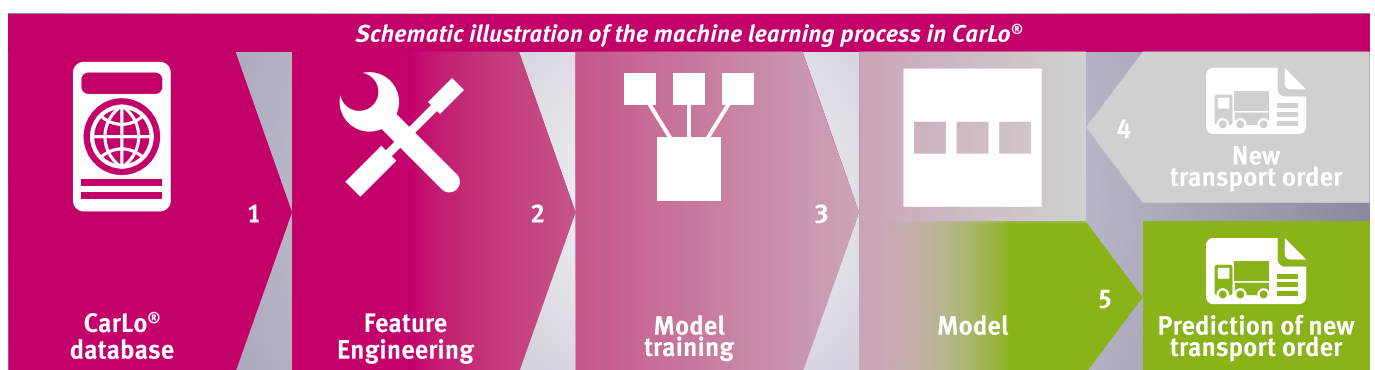


inMIND THE HUMAN MIND AS AN EXAMPLE

## Artificial intelligence and machine learning as standard

– automate tour planning without configuration effort

Losing experienced dispatchers often has noticeable financial consequences for forwarders. It is hard to find successors and the rare candidates need to start by laboriously learning the detailed information about customers and processes. But if you use the TMS CarLo®, there are other ways!



### ...❖ CHANCE FOR LATERAL ENTRANTS

Up to now, automatic tour planning is the only way to escape this dilemma. The idea is enticing: Modern optimisation algorithms take care of the dispatcher's work. The dispatcher now only needs to intervene in a controlling manner and can focus on other tasks. With this as a foundation, lateral entrants can also quickly become familiar with the, as ever, challenging job. The downside of this method is the tremendous configuration effort. You need to take numerous restrictions, exceptions and special cases into account and specify them in the software. This includes not only the loading and unloading times, but also bans on combined loading, prescribed vehicle equipment (tail lift), hints regarding particularly narrow driveways or simply the request for notification.

While introducing automatic tour planning, the Austrian food wholesaler Kastner needed to revise 4,945 delivery hints or add them to the system again. On top of that, they need to retrieve and enter 5,106 delivery periods and 5,075 additional restrictions from the customers.

Not everyone can or wants to make this effort, especially since, in some companies, the delivery addresses are always changing. The Kempten-based software company Soloplan has developed a solution that replaces the time-consuming configuration of various exceptions with machine learning and artificial intelligence (AI).

**To that end, the transport management system CarLo® has been equipped with a powerful algorithm that "learns" the behaviour of dispatchers with the help of historical data.**

On this basis, a model is created with which suggestions for future tours are determined based on the learned rules. If required, users can then customise those results to match the requirements of the dispatcher which change on a daily basis. **Thus, instead of prescribed standard processes, CarLo® orients itself towards the individual requirements of the respective company.**

### ...❖ PROVEN THINKING PATTERNS

**"Once about 100,000 orders have been planned, the system can recognise the handwriting of a dispatcher,"** explains Soloplan Chief Development Officer Christian Heidl. In case of a high dispatch volume, for example, the historical data of one to two months is enough for the system to be able to deduce the thinking and decision-making patterns of the user from it.

**In the case of smaller consignment volumes, CarLo® analyses the tour plans of the last one to two years. Once this has happened, the software calculates complete tour suggestions for 200, 400 or even more consignments.** "CarLo® recognises based on which criteria the previous orders have been grouped to form tours and imitates this process," explains Christian Heidl, who has also taken the aspect of "lifelong learning" into account. **Every 30 days, CarLo® automatically refreshes its knowledge by including the tours of the previous month in the analysis.**

### ...❖ SAVED EXPERIENCE

**The result becomes even more accurate through so-called Quick Steps. These are manually added restrictions, such as the maximum weight or the available loading metres. The AI integrated in CarLo® only presents suggestions that fulfil all of the defined restrictions.** The results are highlighted in colour. All red, blue or yellow consignments belong to a tour that can now be checked and changed by the dispatcher. You can move individual orders simply by using the drag & drop functionality.

**The advantages of using machine learning for transport planning are obvious: It saves the dispatcher a lot of time, helps avoid mistakes and increases efficiency.** Another advantage is that knowledge is no longer lost in the case of personnel changes. **All data remains with the respective customer at all times** and does not need to be transferred to Soloplan. Additionally, the pipeline adapts to changing business requirements and thus continually trains the model.

## Technical innovations from the world of CarLo®

– for even more workflow comfort in your daily planning processes



### +++ +++ The CarLo® information service: Your way to even faster customer service +++ +++

Our new CarLo® information service ensures that the support you receive is even faster and better the next time you have a service request. The new module integrated into CarLo® allows our service team to centrally read out error messages. A continual transmission of real-time data and error messages shows our experts directly where there are currently system errors. With only one setup, we can provide you with our CarLo® information service as well – be sure to let us know!

### +++ +++ +++ +++ +++ New: Real-time satellite data for tour calculation +++ +++ +++ +++ +++

As of now, CarLo® supports other online map services in addition to TomTom. Thus, in the future, you will be able to include real-time traffic data in your tour planning and thus take traffic jams or other temporal delays into account. Additionally, you can integrate worldwide toll data, including toll data from the European transit countries France, Italy or Spain.



### +++ +++ +++ +++ +++ +++ CarLo® inSCAN: Now for Android as well +++ +++ +++ +++ +++

As of this summer, our warehouse management CarLo® inSTORE is ready for use on the latest devices with CarLo® inSCAN for Android. With CarLo® inSCAN, you can check stocks or inventories in pure digital form and thus entirely without paper. Additionally, the new user interface provides an even simpler orientation in the application.



### +++ +++ +++ +++ +++ Your access to CarLo® via browser: CarLo® Web2Go +++ +++ +++ +++ +++

CarLo® Web2Go is the optimal extension to the logistics software CarLo® and allows you and your customers to query the consignment status or enter orders online – via Web browser or mobile device, however you like.



### +++ +++ +++ +++ Task management: Now possible directly in CarLo® too +++ +++ +++ +++

Lost your to-do list? No problem! Another novelty in CarLo® is the newly developed task management. Analogous to-do lists on paper are thus a thing of the past. In Order Entry and Business Partners, a task list has now been integrated with which entering and checking off tasks is child's play.



## WEBINARseries "go digital" – concentrated information power

Reserve your free seat under [www.soloplan.com/webinars](http://www.soloplan.com/webinars)

**TIPS & TRICKS** on relevant topics regarding different CarLo® applications? **FREE** and **ONLINE** in only about **60 MINUTES**? Then take note of the following appointments of our **WEBINARseries!**

...✦ **20/07/2021**<sup>GERMAN</sup>

Digital freight documents in CarLo® – OCR scanning, checklists & more

...✦ **27/07/2021**<sup>ENGLISH</sup>

Digital freight documents in CarLo® – OCR scanning, checklists & more

...✦ **24/08/2021**<sup>GERMAN</sup>

Planning with Quick Steps – more efficiency in tour planning with CarLo®

...✦ **28/09/2021**<sup>GERMAN</sup>

In combination – CarLo® exCHANGE and CarLo® inTOUCH

...✦ **30/09/2021**<sup>ENGLISH</sup>

In combination – CarLo® exCHANGE and CarLo® inTOUCH

...✦ **26/10/2021**<sup>GERMAN</sup>

Dock & time slot management – fully integrated into CarLo®

...✦ **23/11/2021**<sup>GERMAN</sup>

Cockpits with business objects in CarLo®

...✦ **07/12/2021**<sup>GERMAN</sup>

Artificial intelligence in Transport Planning with CarLo®

All webinars start at 14:30, respectively. Subject to change without notice.



Contact us for additional information about our **TMS-Software CarLo®**, our **seminars** or our **Web products** at **+49 831 57407-0**, **info@soloplan.com** or using our **LIVE chat** at **soloplan.com**

Right now, all providers are only speaking of **CLOUD HOSTING** ...

**NO** – Soloplan does not tell you where and how you need to host your IT ... All providers?

**WITH US, YOU CAN DECIDE YOURSELF** how you want to use CarLo®. You can choose from the following options:



**CLIENT SERVER**  
You host CarLo® **directly** at your company, on your own servers

or



**DATA CENTRE**  
You host CarLo® with a local provider

or



**CLOUD**  
You host CarLo® based on a virtualised cloud infrastructure

**Which option you want to use is entirely up to you.** Contact us – we will gladly help you!