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New Panalpina customer portal: bringing the future of digital supply chain management to transport logistic in Munich

This week, Panalpina will present its new customer portal at transport logistic 2019, the world's leading trade fair for logistics and supply chain management. Collaborative shipment management, fully automated instant quotation as well as lane risk assessment make the portal unique in the industry. Interested customers have the opportunity to test the customer portal in Munich before it will be made available later this year.

Built on an entirely new architecture and technology, the new customer portal marks a big step forward towards a seamless digital supply chain experience at Panalpina.

The following combined features make Panalpina's customer portal unique in the industry:

- Collaborative shipment management
- Fully-automated instant quotation
- Lane risk assessment

Industry-first collaborative shipment management

“The customer portal enables collaborative shipment management that can be adapted to a company's structure for ultimate customer centricity. This collaborative feature is an industry first. Customers and their external partners can work in remote teams on the platform and bring in their individual expertise at the same time,” explains Karl Weyeneth, CCO at Panalpina. “Our developers have created an intuitive platform in order to make shipping as easy as ordering a pair of shoes online.”

Instant quotes thanks to smart algorithms

With the portal, Panalpina can provide market-proven instant quotes that are based on historical selling prices. The customer portal's smart algorithms calculate prices in seconds, no matter how complex a shipment is. This translates into unmatched planning reliability for Panalpina's customers, especially in combination with the additional feature of lane risk assessment, which we are also bringing into the customer portal.

Lane risk assessment for healthcare customers

Panalpina offers lane risk assessments based on a wealth of data covering carrier capabilities, agent certifications, transport modes and warehouse facilities. This enables customers from the pharmaceutical industry to more effectively qualify suppliers and assess risks during shipment planning and then choose between qualified suppliers for their temperature-sensitive and often high-value products.

Real-time shipment visibility and analytics

Panalpina's customer portal allows customers to explore shipment options, as well as control risks and costs even months before a shipment. Transparency is maintained when the shipment takes place, as customers can see all their shipments and relevant data at a glance and in real time on the platform.

Since the analysis of a shipment is just as important as the planning, Panalpina has also integrated a new analytics function that allows customers to pull tailored reports directly from the portal.

A unique platform with even more to come

“The quoting and shipment-visibility capabilities of the new portal are hitting the core of today's demands. Add collaboration and lane risk assessment capabilities to that, and you have a unique platform. Furthermore, we are already working on additional features such as machine learning for quotation, a sophisticated chatbot and big data analysis,” comments Weyeneth. Ultimately, the customer portal will help Panalpina's customers to better manage and optimize their supply chains in the digital era.

So far, Panalpina has given selected customers access to the new customer portal. In Munich, Germany, interested shippers and other parties now have the opportunity to experience the customer portal in a demo environment at Panalpina's booth (hall B4, stand 301/402) before it will be made available later this year.

A sneak peek of the new customer portal can be found at <https://my.panalpina.com>.

About Panalpina

The Panalpina Group is one of the world's leading providers of supply chain solutions. The company combines its core products – Air Freight, Ocean Freight, and Logistics and Manufacturing – to deliver globally integrated, tailor-made end-to-end solutions for 12 core industries. Drawing on in-depth industry know-how and customized IT systems, Panalpina manages the needs of its customers' supply chains, no matter how demanding they might be.

Project Solutions is a specialized service for the energy and capital projects sector. The Panalpina Group operates a global network with some 500 offices in around 70 countries, and it works with partner companies in another 100 countries. Panalpina employs approximately 14,500 people worldwide who deliver a comprehensive service to the highest quality standards – wherever and whenever.

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