Vetten Group Increases Automation for Close to 100 Data Transfer Tasks for its Ever-Growing Customer Base

CASE STUDY

INDUSTRY

Transportation & Logistics

PRODUCT

Progress MOVEit

COUNTRY

Germany

OVERVIEW

Vetten Group provides solutions in the transportation, logistics, textiles and warehousing sectors. For over 85 years, Vetten develops tailor-made solutions for the management of their storage needs. In order to be able to guarantee smooth processes in warehouse logistics between all connected merchandise management systems and a seamless service experience for their customers, Vetten utilizes Progress MOVEit.

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> HARTMUT WISTUBA
> IT Manager, Vetten Group

Challenge

Vetten Group provides customized IT solutions for storage management within several service-oriented industries including transportation, logistics and warehousing. Since the German-based company has been around for over 80 years, Vetten's customer base has grown significantly. However, with an increase in customers comes an associated list of problems.

Customers in the warehouse logistics space were using an inventory management solution. They could access their inventory through a web-based, online interface. This product could report data back to them via an array of written scripts based on specific time frames. But Vetten needed help with resolving conflicting data reports. Since the reporting tool would start reporting at specific times set up by the customer and would start the process no matter what, customers were receiving information that needed to be updated or was redundant. Hartmut Wistuba, IT Manager of Vetten Group, mentions how as one client was writing data to a file, the data transfer process started as they were in the middle of writing.

On top of this, error messages were becoming commonplace for a select group of customers. These two issues, combined with a growing client base and a desire to deliver top-of-the-line service to their customers, Wistuba and the IT team sought a file transfer solution that would meet the requirements for these jobs.

Solution

Wistuba and his team began using Progress® MOVEit®, because it provided a range of functionality ideal for mitigating these issues.

"The number of our customers grew steadily, and the merchandise management systems were becoming increasingly automated, which increased the query volume and shortened the intervals," said Wistuba. "With the previous approach, we would not have been able to offer our customers a quality service that meets our own requirements in the long term."

Vetten started with MOVEit Central that offered outstanding reliability, security and scalability, while also giving the company's IT team the freedom to write their own scripts. In this way, specific processes became more streamlined.

Wistuba and the IT team continued to improve their file transfer workflows with MOVEit Automation. This deployment came eight years after their first use of MOVEit Central and had a swift changeover but enabled Vetten to increase the number of automated tasks.

Results

Arguably, the most important result is how much better the customer experience is. No longer are customers receiving inaccurate reports and/or receiving error messages about their transfers. Vetten is delivering on their commitment to providing industry-leading customer service.

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In addition to this, nearly 100 tasks are now automated. These include smoother transfer processes between warehouses and better insights into a customer's inventory/merchandise database. With functions like these completely automated, the day-to-day workday is now more manageable.

About the Vetten Group

Founded in 1931, the Vetten Group has established a reputation as an efficient and effective partner for delivering comprehensive logistics solutions. Vetten's service portfolio, offers partial and complete solutions in the sectors of transport, logistics, warehousing, textile and truck service. Customers have come to appreciate Vetten's flexible, professional, and cost-effective approach to meeting logistics needs. For more information, visit: www.vetten-gruppe.de

→ **Automate enterprise-wide data and file transfer processes and tasks by utilizing Progress MOVEit and enable your IT team to focus on other projects.**
www.ipswitch.com/moveit

About Progress

Dedicated to propelling business forward in a technology-driven world, Progress (Nasdaq: PRGS) helps businesses drive faster cycles of innovation, fuel momentum and accelerate their path to success. As the trusted provider of the best products to develop, deploy and manage high-impact applications, Progress enables customers to develop the applications and experiences they need, deploy where and how they want and manage it all safely and securely. Hundreds of thousands of enterprises, including 1,700 software companies and 3.5 million developers, depend on Progress to achieve their goals—with confidence. Learn more at www.progress.com and follow us on \ LinkedIn, YouTube, Twitter, Facebook and Instagram.

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