

## CASE STUDY

# Kuehne+Nagel Geel

Optimizing value-added services for superior customer service

**KUEHNE+NAGEL** 

### SUMMARY

Kuehne+Nagel is a global logistics provider that implemented Nulogy at its facility in Geel, Belgium, which also serves as its headquarters for the Belgium-Luxembourg region. Through Nulogy, Kuehne+Nagel Geel streamlined its rework flow, replaced manual processes with data automation, and reduced paper waste—helping provide superior service and added value to its customers.

### Company Overview

Started in 1890, Kuehne+Nagel is a global leading logistics provider with over 78,000 full-time employees operating in more than 109 countries. Joining several sites across Europe already adopting Nulogy's platform, Kuehne+Nagel Geel provides logistics services for high-tech clients such as printer and electronics manufacturers.

### Challenges

Kuehne+Nagel Geel faced a number of operational challenges that they planned to overcome with Nulogy:

- Site operation data was managed across three separate systems, leading to time-consuming workflows and data reconciliation.
- The site required a live view of production activity, instead of relying on estimates for inventory tracking.
- The quality auditing process was manual and time-consuming.
- The rework process in the Geel site's Customization department was a manual, multi-step process prone to errors.

## The Results

After implementing Nulogy's Operational Solution, Kuehne+Nagel Geel achieved the following:

- A 62% decrease in data analyses follow-up in the administration department—a data accuracy win.
- A live, real-time view of production, adding considerable efficiency to production planning and scheduling as well as accurate inventory consumption data.
- Greatly increased reporting speed and accuracy within Geel's Quality & Repairs department by replacing manual processes with automated steps.
- Elimination of data errors in multiple departments.
- Elimination of manual follow-ups in the operations department.
- Elimination of waste in the operations and administration process.
- The implementation of a customer portal to give customer visibility over projects, consolidating communications by removing email chains.

To learn more about Kuehne+Nagel Geel, visit [be.kuehne-nagel.com](https://be.kuehne-nagel.com).



Nulogy helped us improve management of our rework flow, cut down on manual work, improve the speed of data analysis, and allowed us to cut down on paper waste.



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