

LOGISTICSNEWS

The Independent Voice of the Supply Chain Industry

**Fleet management:
Outdated communication
devices put road users at risk**

**POSITIVE
WORKPLACE
CHANGES
AMID LABOUR
SHORTAGE**

DATA AND THE SUPPLY CHAIN:

- *Data – food for supply chain growth*
- *Intelligent data to underpin modern supply chains*
- *Transforming the supply chain with data analytics and intelligence*

JOIN US IN CELEBRATING LOCAL SUPPLY CHAIN EXCELLENCE!

The Logistics Achiever Awards celebrates the supply chain game changers, the practitioners and innovators who have made a tangible difference within their supply chains and who share their story with the rest of our industry. The Logistics Achiever Awards has showcased, recognised and celebrated excellence in logistics and supply chain management for over 30 years.



LOGISTICS ACHIEVER AWARDS

33 YEARS OF REWARDING EXCELLENCE
IN SUPPLY CHAIN MANAGEMENT

The 2022 Awards will be a Free Virtual Event

We invite the industry to join us.

**This year has seen a record number of entries to the
Logistics Achiever Awards**

**We look forward to sharing these
outstanding projects with the industry.**

**20 Oct 2022
16H30**



SCAN ME

Book your virtual seat:
<https://www.logisticsachieverawards.co.za/>

**SAVE
THE
DATE**



- 2 Supply chain tech trends to watch
- 4 Ctrack

Opinion

- 6 The great recovery. By Doug Hunter

Thought Leadership

- 8 Data – the food for your supply chain growth
- 11 Supply chain peak performance: HI vs AI. By Chantal Kading

Features

- 12 Positive workplace changes amid labour shortage
- 15 Intelligent data to underpin modern supply chains
- 17 ABB unveils future of process automation
- 19 Book review: *How to Avoid a Climate Disaster* by Bill Gates
- 20 Transforming the supply chain with data analytics and intelligence
- 22 Outdated fleet management communication devices put road users at risk
- 24 Before AI, warehousing must catch up to cloud

News

- 27 Dis-Chem's online orders get a massive Pickup/Serco takes a load off
- 28 DHL Express breaks ground at new facility in JHB/Ashok Leyland expands presence in southern Africa
- 29 #ThankYouTrucker competition returns/GLTC moves Mbombela branch to larger facility
- 30 Collaboration speeds up energy transition/Isuzu strengthens relationship with Gift of the Givers
- 31 Brambles commits to net-zero emissions by 2040/Parts warehouse brings AGCO closer to dealers and distributors

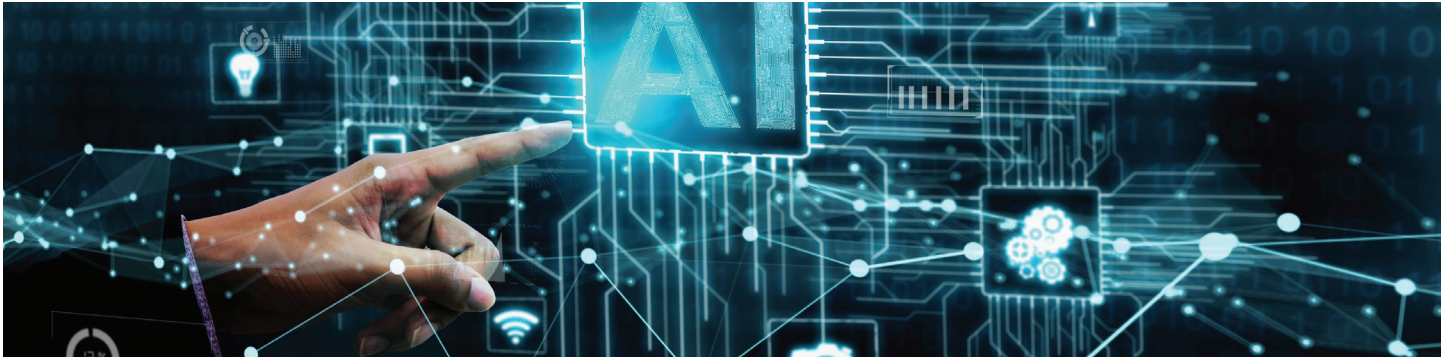
Bookmark

- 32 Associations directory

S
T
E
T
N
O
C

Supply chain tech trends to watch

These four tech areas have become more ubiquitous in supply chain management and will continue to entrench themselves into the foreseeable future.



IoT driving business decisions

One forecast suggests that there will be more than 75 billion IoT-connected devices in use by 2025, three times as many as in 2019. On the same timeline, the IoT market is expected to have a value of \$4-trillion.

One piece of IoT technology will dominate supply chain management, especially cold chain management: smart labels. The IoT-connected smart labels can be attached to products from the point of manufacture to the point of final consumer consumption. Along the way, they collect data and organise it in one place. If the path an item takes along the supply chain were digital art, the data provided by smart labels are like thousands and millions of pixels that, together, paint the big picture.

Moving from the cloud to the edge

By using edge platforms and virtualisation technologies, such as virtual machines and containers, applications can be ported between different computer hardware vendors. Gateway providers and powerful edge devices able to run lightweight machine learning will likely emerge in response to this move. Cloud providers will certainly continue pushing to the extreme edge with real-time operating systems and run-time environments on cellular smart labels and wearables.

Advancements in AI

The use of artificial intelligence (AI) solutions in the supply

chain is another way to inform decision-making. Supply chain data can be predicted based on past history gleaned from the IoT data pixels. AI and IoT solutions work together to predict problems and offer solutions based on patterns. You should keep an eye out for AI tech solutions such as demand planning and digital twins. Both solutions will be accelerated by the increased availability of data and cloud environments managing large fleets of edge devices.

Automation as a result

The final trend to watch for is automation. Just like AI advancements being a natural progression from IoT-provided data, automation is a result of data and AI working together. The replacement of repetitive and time-consuming activities through automation has been an ongoing process for years. It's nothing new. What is new when it comes to automation and the supply chain, however, is automation's role in transportation. Transportation automation will make supply chain professionals with an understanding of data extremely valuable. Automation can happen at a faster rate as professionals within the industry take the data and implement AI platforms to make decisions.

In a nutshell

As businesses focus more closely on their supply chains, executives are realising there are large opportunities for bottom-line impacts. The pathway of IoT-connected devices feeding AI platforms and automation to arm decision-making is entrenched. •



Track Crystal

Clear and precise fleet data in the palm of your hand.



Crystal's Innovative Solutions supports managers with

-  **Intelligence on Safety and Risk Mitigation**
-  **Efficient Planning with tailored Data Summaries**
-  **Advanced Driver Assistance**
-  **Inventory & EPOD* Integration**
-  **Vehicle Safety Inspection**
-  **Asset Efficiency and Replacement Planning**
-  **Daily Jobs & On-Route Tasks**
-  **Identify Fleet Risk with Heatmaps***
-  **Camera AI Data Intelligence**
-  **Voice Commands via Mobile Device***

* Some product functions not immediately available in Africa. Image for illustration purposes only.



www.ctrack.co.za | sales@ctrack.com | Call Centre: +27 (0)860 333 444

Always Visible

Ctrack Crystal a game-changer in online business fleet data reporting

Ctrack Crystal allows the convenient tracking and tracing of multiple assets and the generation of clear and precise data, all on one easy-to-use platform.

Ctrack has completely redesigned and consolidated its offering into a new product, with a big focus on how data is managed and presented. Utilising proven hardware, Ctrack Crystal allows for the management of movable assets, no matter how big or small, in a new and innovative way.

“In this day and age, the usefulness of data is determined by how easy it is to make decisions based on that data. Ctrack Crystal takes the guesswork out of fleet and asset management by offering cutting-edge tools and functionality in an easy-to-use format,” says Hein Jordt, Chief Executive Officer of Ctrack Africa.

Cloud-based

By integrating with hardware installed in vehicles, data is now transmitted to the cloud and hosted within the Microsoft Azure environment, a much faster and more secure solution. An advantage is that there is no software located on devices such as computers or tablets as the platform runs from the device browser. This means added security and seamless transition between a variety of devices using the same user credentials.

Real-time web interface

For fleet managers and business owners, this means tracking and tracing solutions in real time, with live updates

every 15 seconds. It is no longer necessary to wait for data to refresh.

Interactive functionality

Ctrack Crystal is user customisable and features improved functionality such as a live map with traffic views, the ability to send a message to the driver and the setting up of user-defined locations amongst myriad other options from one location, all designed to save time and costs.

Analytics generated by Ctrack Crystal offer a graphical representation of large data sets, giving insight into your business through prediction models and trends analysis.

Fleet managers are often inundated with data and Ctrack Crystal aims to simplify operations. With the rollout of Ctrack Crystal, users will be able to choose from a variety of functionality packages and add functionality as their particular needs change, including innovative features like voice commands and live in-cab camera views.

As with many of the functions of Ctrack Crystal, the in-cab camera system can be paired with artificial intelligence software. As an example, this clever software sifts through the data gathered by in-cab cameras and only reports on the transgressions defined by the fleet manager, instead of on every transgression.





New management reports and dashboards

As part of the improved user experience, users will need to make fewer inputs in order to reach the desired outcome. Best of all, the entire solution is fully customisable by the user and according to their own preferences.

The snapshot dashboard offers a high-level overview and highlights the most important areas where attention is needed at that time, resulting in quick and decisive decision-making. This is done by focusing on critical parameters such as what needs to be done today and what assets worked and which did not, presented with graphics, detailing jobs scheduled, jobs remaining, jobs completed, unscheduled jobs, fleet alerts and geofence visits, amongst others.

Better driver management will result in less risky driving behaviour but better driver engagement and performance, including safer more fuel-efficient drivers. The optimal management of a fleet of vehicles or moveable assets has a direct bearing on factors such as collision, insurance and fleet costs as well as total cost of ownership, which in turn results in better utilisation of vehicles and increased profitability.

Similarly, a fleet health summary gives an easy-to-understand status on assets and allows fleet managers and business owners to keep a handle on maintenance, servicing and regulatory issues.

The executive dashboard allows decisions to be made more rapidly by highlighting trends based on 72-hour data selected from any date on the platform, as opposed to the 24-hour view that was given previously. This display allows

users to keep an eye on their fleet with readouts of the most pertinent data presented in a manner that makes it easy to understand and utilise in making relevant decisions. This functionality ensures a 24-hour, 365 days a year view of assets prescribed by the user from anywhere on the planet.

New driver app

A new native mobile app, released alongside Ctrack Crystal, now combines the functionality of Ctrack Mobi, Driver Mobi, Drive and OTR (On-The-Road) into one app that is easy to use yet offers more extensive functionality. The use of this app gives fleet managers true control of their operation from any location. The new Ctrack Crystal app will be available for both Android and iOS devices.

Features include, amongst others, two-way messaging, business/private use selection, user-configurable settings, driver behaviour scorecard, pre-trip inspection with photos, jobs (to do/completed) with navigation, trip information and an integrated camera solution. This app allows drivers to manage themselves from their smartphone and see their own scores and driver behaviour on journeys. In the interests of safety, certain functionality can only be accessed while the vehicle is stationary. Voice-activated commands similar to Apple Siri add an extra layer of safety for use while on the move.

“Ctrack Crystal is an all-new data processing platform that places operational performance, vehicle utilisation and key result figures based on precise clear data in the palm of your hand, on the platform you choose or on the device you prefer,” concludes Jordt. •

The great recovery

By Doug Hunter, Manager Customer and Ecosystem Enablement at SYSPRO, doug.hunter@syspro.com

Environmental issues keep disrupting our businesses – one ‘surprise’ followed by another. Are we really in a recovery or just a tricky business cycle that has to be handled differently?

Are we repeatedly banging our heads against a wall before realising that changing days are the norm and we need to adapt? Sure, our companies adapt within our circle of influence, but recent global events (Brexit, pandemics and war) have exposed inflexibility, constraints and huge requirement for adaptability in global supply chains.

The new 3Cs

The ‘Empire’ 3Cs – Christianity, commerce and civilization – were imposed by the UK on Africa long ago. They are no longer, and maybe never

were, appropriate. But they remained inflexible for centuries. Over recent decades, global logistics providers have imposed their view of what’s right on the world. Well, that may not be right any longer either.

It is time to apply end-to-end supply chain 3Cs:

- Collaboration – buyers/sellers/movers seek mutually effective solutions, not just mover rules.
- Cost – where cost is the total cost of each global supply chain, not just movers’ lowest cost.
- Common sense – shared knowledge and agreed response to probable or unexpected events.



These are helped today by artificial intelligence, machine learning and IT that flag problems in advance.

Freight may not be travelling, but I am – and I got to my destinations: Ethiopia and Kenya. Being a manufacturing and supply chain guy, I looked to see how these 3Cs are applied:

Ethiopia: I arrived in Addis Ababa along with 350 passengers to find a good airport and efficient health check in no-man's land. Then 350 of us queued for one hour at a 10-station immigration manned by three staff. Next, we arrived to find luggage circulating and waited. It may be cheap for the airport, but it's a dysfunctional supply chain, so cost – ok, collaboration – no, common sense – no.

Kenya: I arrived to find the same airport experience, then Ubered to the hotel 15km away. Aha, the new empty expressway had opened three weeks before to relieve the notorious Nairobi traffic.

This road is famous as Uhuru Kenyatta's last stand – a Chinese-designed and built elevated, four-lane highway that took two years from start to finish – incredible. My Uber joined the road and we picked up the start ticket, zoomed at 100kmh over stationary traffic below and there was hardly another car on the road. We pulled off 10 minutes (not an hour) later at the museum offramp – to queue 30 minutes to pay the \$2 toll at a boom – yes, a boom! Sure, this volume and flow will change as people get their eTags and toll fees reduce. Common sense and cost – ok, collaboration – maybe.

The empire strikes back

It's England and Italy in July: a family of three – two with UK passports, so no visa required, but one with a South African passport needs a visa – and finds a pre-Victorian application process. You apply maximum three months in advance, scan/upload your docs and then it takes three weeks to get a personal 'validation' appointment. "Oh, sorry did our website have problems? We can scan your docs for \$50. There's a war you know, so Ukraine comes first, our three-week lead time now averages six." (Or 12 if in Johannesburg – isn't that three months?). Once you're through a safari of Houdini-defeating call centres, you can speak to Fred (for 69p a minute, or R13,50) and Fred says, "Sorry we can't help, try our website." All 3Cs take a bath here.

Call to action

Let's talk, innovate and change this stalemate situation. Eighteen thousand TEU floating warehouses and bureaucracy clog the network during global change – and are unable to adapt, so the rest of the chain has to. Let's talk execution – what about a network of smaller at-sea cross-dock vessels to service change from behemoths that can selectively unload at sea when the need occurs?

Instead of investing in fuel and pollution moving kiwi fruit and fabrications across the world, invest in developing local skills, jobs and our economy – not Denmark's. Stepping forward often needs a step back to get real, safe and sustainable. It's not recovery, it's mostly common sense. •



Data – the food for your supply chain growth

By Arno Meyer arno.meyer1@gmail.com and
Aveshin Reddy aveshinreddy@gmail.com

How supply chain analytics can help companies build more efficient operations and save time and money.

Jay Bear was quoted saying: “We are surrounded by data but starved for insights.” Although data is not a novel concept, it is recognised as a critical component of digital transformation. Data holds the key to achieving incredible breakthroughs in supply chain management if wielded by a knowledgeable expert.

Supply chain management is widely recognised as a critical piece of the puzzle for business success because it directly affects the ability to provide a positive customer experience while accounting for many expenses that affect overall profitability.

Businesses are looking for ways to make processes faster, cheaper and easier along the lengthy path from raw materials suppliers to end users. This is especially important because supply chains have become increasingly complex over time – companies are working with expanding international partners and facing the intensifying pressure to deliver their products as quickly as possible.

A supply chain has a domino effect: each step in the network affects the one after it, and any issues at any stage can have an impact on the ability to meet customer expectations. Supply chains involve a wide range of activities, people and businesses, resulting in massive data generation. This is where supply chain analytics enters the picture.

Analysing the data

Supply chain analytics is the analysis of data drawn from various supply chain applications, such as supply chain execution systems for procurement, inventory management, order management, warehouse management and fulfilment, and transportation management (including shipping). Furthermore, supply chain analytics can transform vast amounts of data into easily digestible dashboards, reports and visualisations that influence crucial decisions and lead to better outcomes.

This provides employees with a comprehensive view of the logistics network and allows them to comprehend

the upstream and downstream consequences of a specific disruption, therefore enabling a quick response to minimise the potential impact. Easy access to comprehensive data analytics has become critical in an increasingly competitive landscape.

Demand planning (using historical data and other factors to predict what customers will order), sales and operations planning (manufacturing and/or purchasing the goods required by a business to meet forecasted demand) and inventory management (tracking sell-through of items and which SKUs it needs to replenish) are a few examples of supply chain analytics.

Each of these activities can improve the overall efficiency of business operations, resulting in significant cost savings. For example, more accurate demand planning means avoiding procurement overspending while also avoiding stockouts and excess inventory (which can turn into obsolete inventory).

There are four primary types of supply chain analytics that companies should consider right now to build more efficient operations and save time and money:

- **Descriptive analytics:** Companies can use descriptive analytics for the supply chain to collect and organise historical data to get a clear picture of past events. It tracks performance and patterns throughout the supply chain, from suppliers to logistics to retailers and points of sale. For example, a national retailer might use an analytics dashboard to track demand for specific SKUs across geographic locations over a period of time.
- **Diagnostic analytics:** This is used to identify the source of problems and possible solutions to avoid them in the future. Identifying what happened is usually only applicable if the business also knows why it happened. As a result, diagnostic analytics is also known as root cause analysis.
- **Predictive analytics:** This assists businesses in predicting what might happen in the future and determining the likelihood of various outcomes. It allows for better planning and goal setting, which results in risk avoidance. It also enables businesses to

more accurately predict future performance based on past performance and the factors currently influencing it. What-if analysis is a valuable type of predictive analytics that involves changing various values to see how those changes affect the outcome.

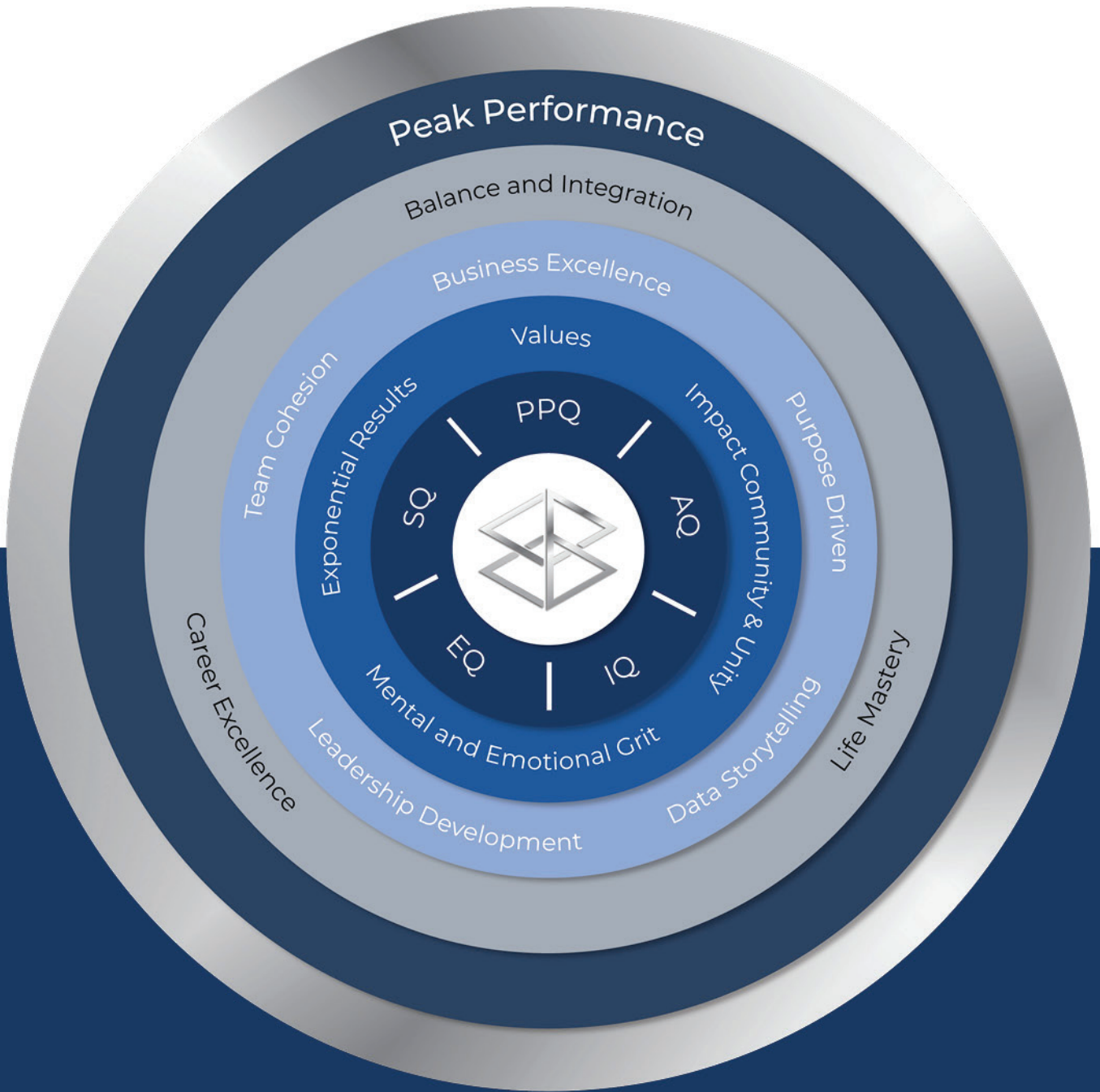
- **Prescriptive analytics:** This advises teams on what to do based on predictions. It is the most complex of these analytical techniques, which is why it is used by less than three percent of businesses. This type of analytics could notify a retailer that one of its key vendors is likely to have difficulty sourcing materials due to political unrest in the region where it currently obtains materials. The retailer could investigate alternative locations for the material and collaborate with the vendor to avoid the problem in the first place. Alternatively, the analytics may reveal that changing vendors or replacing the item with a different product is the safest option.

While the use of AI in prescriptive analytics is currently making headlines, the reality is that this technology is still in its infancy in terms of producing relevant, actionable insights. The use of AI at scale necessitates the execution of thousands of queries in search of statistical anomalies. However, randomly identified anomalies do not always directly point to business opportunities. For the time being, human involvement is critical to obtaining relevant insights.

Today's supply chain analytics solutions already have impressive capabilities, and as technology advances, they will become even more of a game-changer, transforming business across all industries. As a result, a supply chain's resilience and cost-effectiveness can make or break a business. Supply chain analytics can improve your business in both areas, which is why they're becoming more critical for today's industry leaders.

However, transformation, like eating a healthy diet, takes time and is a proactive journey. Harmonising data analytics can eventually lead businesses to intelligent supply chain solutions and the ability to compete with industry leaders. So, ask yourself, is your supply chain being fed for success or failure? •

A BLUEPRINT FOR



PEAK PERFORMANCE

Igniting a Legacy of Possibility



Peak Performance Powered by People Shop

www.peakperformance.africa | www.peopleshop.co.za | +27 (21) 462 2828



Supply chain peak performance: HI vs AI

By Chantal Kading, Managing Director, The People Shop

The key to supply chain success is to automate value chains, not tasks, to integrate your artificial intelligence (AI) through human intelligence (HI).

What if it is possible that one day our children may live in an era of technological dictatorships – implanted computer chips that read and monitor our thoughts, where our every move is tracked by facial recognition and an algorithmic obedience system deployed by governments throughout the world?

In this dystopian future, our leaders would use artificial intelligence (AI) to decide if we could receive welfare, education, medical care or even food. In an everything-automated world, most people would be without work in an economy of digital exclusion. Only a small percentage of humans on earth would be digitally equipped to function in the economy. Such a future is possible if we do not control and regulate technology in our current age. So argues Johan Steyn, an AI and automation thought leader.

Is this what we are building through today's business automation craving? Are we creating our own demise by dehumanising each other with boardroom acronyms such as full-time equivalent (FTE), like our fellow citizens are merely headcount, a general consumable, expendable?

If hindsight is 2020, we need to apply foresight in 2022 and apply responsible AI or we will land humanity in the wrong ICU – time for CPR. The difference between AI and humans is heart. Our heart holds the code to human intelligence – when we connect, become present and receptive, we can reimagine the future.

The skills of the future are not more technology and hard skills; these are empty without soft skills. The World Economic Forum Future Skills list for 2025 largely comprises the soft stuff such as critical thinking, flexibility, resilience, emotional intelligence, complex problem solving and originality. Soft skills were traditionally perceived as inferior to hard skills because they were difficult to quantify and measure. At school level, hard skills such as literacy

and numeracy are systematically measured and graded, but resilience, empathy and teamwork are not. Due to this perception, a change of terminology has been proposed from 'soft skills' to 'essential skills', 'complex skills' and 'human capabilities.'

With technology rapidly changing, hard skills become obsolete even faster. According to *Harvard Business Review*, the best way to make organisations more data-centric and digital is to invest in people who are most adaptable, curious and flexible in the first place. Just as supply chain has been the essential service during the pandemic, so these essential skill sets are taking centre stage in the future of work.

Future peak performance is paved with mental and emotional grit and cemented by the social art of communication, reskilling and integrating your four human intelligences:

Agility quotient (AQ) is about mindset, the ability to deal with adversity, persevere and place oneself in optimum position.

Emotional quotient (EQ) is the ability to recognise and manage one's own emotions as well as the emotions of others with resilience and flexibility.

Social quotient (SQ) determines how well we interact with others. Communication is an art and influence requires attentive listening and empathetic feedback.

Intellectual quotient (IQ) is the original intelligence measure that is a fixed number based on numeracy and literacy.

Should we continue to focus on profit at all costs and efficiency at human cost? We will end up in business ICU. The key is to automate value chains, not tasks, to integrate your artificial intelligence through human intelligence. We can gain exponential results, inspire our community and unify a legacy of possibility, supplying a sustainable future our grandchildren will be grateful for and thrive in. •

Positive workplace changes amid labour shortage

In a new Zebra Warehousing Vision Study, about 60 percent of workers polled report improving work conditions and better adoption of technologies make their jobs easier.

Zebra Technologies Corporation recently conducted a new global Warehousing Vision Study to explore the trends and sentiments driving operational decisions and spend in warehouses. The findings deliver encouraging news: warehouse operators are making significant investments to better fulfill the needs of both customers and workers and make it easier to fill open jobs.

Market pressures become catalyst for positive changes

Nearly nine in 10 warehouse operators around the world agree they must implement new technology to be competitive in the on-demand economy, with 80 percent confirming the pandemic has prompted them to evolve and modernise quicker.

In Europe specifically, over three-quarters of operators have accelerated their efforts. They're turning their focus and spending most heavily toward technologies that support workforce augmentation and workflow automation. For example, the use of wearables, mobile printers and rugged tablets will increase in the next few years, along with mobile dimensioning software that automates parcel and carton measurements. Additionally, 23 percent of European warehouse operators have already deployed some form of autonomous mobile robots (AMR) today, which is in line with the global trend (27 percent). Within five years, that number is expected to grow to 88 percent in Europe and 90 percent around the world.

"We're seeing a positive shift occurring in the supply chain and, specifically, within warehouses," says Mark Wheeler, Director of Supply Chain Solutions, Zebra

Technologies. "Most decision-makers believe investments in automation far outweigh the risk of doing nothing, and they are becoming more comfortable integrating all sorts of new technologies into their current operations and infrastructure."

Warehouse associates are also becoming more comfortable with their employers' use of advanced technologies. Less than half globally (45 percent) and in Europe (47 percent) say their employers have increased wages or offered bonuses amid labour constraints, yet most (82 percent globally and 81 percent in Europe) feel positively impacted by the situation.

Employers are improving work conditions in other ways, such as giving them more technology to use on the job and leveraging technology to create more flexible work shifts. In fact, an overwhelming nine in 10 warehouse associates agree on some level that technology advancements will make the warehouse environment more attractive to workers, even in times like these when supply chains are strained, demand is surging and there's increasing pressure to meet tighter deadlines.

Top warehouse challenges

Decision-makers are having a harder time getting customer orders out the door on time than they did three years ago and they're struggling to maintain inventory accuracy and visibility. They also admit they're expected to deliver orders faster than ever to keep up with the on-demand economy, with rising transportation costs taking their toll on over 40 percent of warehouse operators spanning manufacturing, transportation, wholesale distribution, logistics and



retail. This may not be surprising when you consider that respondents indicate their shipping volumes have increased more than 20 percent on average over the past two years.

Like associates, though, warehouse operators are viewing these challenges as catalysts for change and growth. Between now and 2025, over eight in 10 expect to increase the number of stock keeping units (SKUs) they carry and the volume of shipped items. They also plan to expand returns management operations, offer more value-added services and increase their physical footprints, with both the number and size of warehouses increasing.

While six in 10 warehouse operators worldwide also want to increase headcount within the next year to right-size their workforces, around half admit finding (55 percent) and training (54 percent) workers in a timely manner remain big challenges. This is especially true in Europe, where 48 percent report it difficult to find workers and 50 percent say training is challenging. As a result, around eight in 10 decision-makers agree they will have to rely more on automation in the future.

Balancing the scales: augmenting the workforce with automation

While most warehouse operators both in Europe (88 percent) and globally (90 percent) will deploy AMRs for

person-to-goods (P2G) picking, material movements and other automated inventory moves, 92 percent in Europe and 94 percent globally will invest in software that helps automate analytics and decision-making. They want to raise worker effectiveness and efficiency and reduce labour costs.

“As the pace of operations accelerates and workflows become more complex, warehouse operators have found the average time to get workers to full productivity is 4.7 weeks,” says James Lawton, Vice President and General Manager, Robotics Automation, Zebra Technologies. “Right now, decision-makers feel the most important labour initiative is to reduce unnecessary tasks so associates can focus on more customer-centric work. If warehouse operators automate through AMRs and workflow optimisation software, it will be easier to scale operations and meet service level agreements as customer demands and labour availability fluctuate.”

Job satisfaction – and worker retention – are by-products of automation

With warehouse operators planning to increase automation, some might say jobs will be lost. Yet, study respondents believe automation may help keep more people in their jobs and fill empty ones. Over three-quarters of warehouse associates in Europe (75 percent) and worldwide (78 percent) say walking fewer miles per day would make their jobs more

enjoyable, even if they had to pick or handle more items, and 81 percent strongly believe AMRs could make warehouse jobs less stressful.

Decision-makers should take note, as only 35 percent in Europe and 41 percent globally completely agree implementing warehouse technologies such as robotics and devices can help attract and retain workers even though most associates:

- who work alongside AMRs today confirm they have helped increase productivity and reduce walking/travel time (83 percent), reduce errors (73 percent) and enable advancement to new roles or opportunities (65 percent).
- claim they are more likely to work for an employer that gives them modern devices to use for tasks versus an employer that provides older or no devices (83 percent globally and 87 percent in Europe).

“Automation is the great equaliser, especially when labour is constrained or during unexpected surge periods or seasonal peaks when it may be difficult to scale the workforce quickly,” adds Wheeler. “What’s interesting is associates feel more strongly about this than warehouse operators right now.”

Five-year technology outlook for warehouse operations

Eighty-five percent of decision-makers say they have implemented mobility so frontline workers can capture each inventory move they make, and most feel they are optimising the use of their devices to fit the task, safety and ergonomics. However, more than eight in 10 warehouse associates and around three-quarters of decision-makers in Europe and worldwide are concerned they will not meet their business objectives unless more technology investments are made to improve operations, with associates in the transportation (92 percent) and logistics (88 percent) sectors feeling most strongly about this need. As a result, more than

six in 10 decision-makers say they will invest in technologies that increase inventory and asset visibility within their warehouses and overall visibility throughout supply chains over the next five years.

Nine in 10 expect their use of sensor-based technologies such as radio frequency identification (RFID), computer vision, fixed industrial scanning and machine vision systems to become more prevalent over the next five years. As businesses invest in advanced technologies that enable more visibility, real-time guidance and data-driven performance, they’re focusing on increasing team productivity and better utilisation of assets, equipment and people, which equates to improved worker well-being and overall market competitiveness.

However, it will become critical for warehouse operators to become more thoughtful about how they implement and integrate technologies as they increasingly digitalise workflows and scale systems. Following a phase-based roadmap will be key to steady, sustainable maturity.

Key regional findings

Asia Pacific: Nine in 10 APAC decision-makers agree machine vision and/or fixed industrial scanning technology in key areas would save time and eliminate errors, even though only one-quarter are currently using them.

Europe: European warehouse associates were the most likely to say they would view their employer more positively if provided with mobile devices and technology (85 percent).

Latin America: 96 percent of associates in LATAM believe implementing warehouse technologies such as robotics and devices would help attract and retain workers, the highest of any region.

North America: 86 percent of North American decision-makers say the pandemic has prompted them to evolve and modernise more quickly, the most of any region. •

SURVEY BACKGROUND AND METHODOLOGY

Zebra’s Warehousing Vision Study was conducted in January and February 2022 by third-party research firm Azure Knowledge Corporation. It includes feedback from over 1,500 decision-makers and associates that manage and maintain warehouse or distribution centre operations in manufacturing, retail, transportation, logistics and wholesale distribution across North America, Latin America, Europe and Asia-Pacific.

Intelligent data to underpin modern supply chains

The rest of 2022 is expected to be a key period for the manufacturing industry as agility and adaptability become the focus, especially when dealing with disrupted supply chains. Driving this will be harnessing intelligent data across operations.



By Heman Kassan, Chief Commercial Officer, Technodyn

Given the events of the past two years, it should hardly come as a surprise that local manufacturers will turn their focus inwards to improve operational efficiencies. But with renewed public interest on sustainability and the environment as well as increasingly complex environmental, social and governance (ESG) reporting requirements,

manufacturers must explore ways of leveraging intelligent data to not only improve their efficiencies, but also help them to meet their compliance responsibilities.

This is where intelligent data must drive the adoption of data-based technology and data-driven



insights as the mechanisms to monitor the supply chain in real time to optimise the operational environment. Having increased visibility of the asset lines will enable manufacturers to refocus their decision-making and find ways of delivering on sustainability targets while improving their revenue potential and profitability.

Beyond the basics

Manufacturers who have already made extensive investments in enterprise risk management (ERP), enterprise asset management (EAM) and scheduling optimisation systems might be unwilling to examine the requirements of intelligent data-driven systems for fear of adding to the cost and complexity of the existing solution real estate. The reality is that most of the platforms they have in place are adding to data fragmentation and not reducing it.

As a means of overcoming this, the priority must turn to implementing a centralised data infrastructure. This will enable decision-makers to have a universal view of all the manufacturing processes and in this way embrace the true power that intelligent data can provide.

With global supply chains still under pressure, being able to unlock the potential of intelligent data will provide manufacturers with the foresight they need to proactively manage any future uncertainties. Armed with this intelligent data, organisations can inject improved oversight to product life cycle management across the supply chain.

And while this might sound counter-intuitive, introducing an intelligent data layer does not have to be a difficult undertaking. It becomes the critical step in ensuring data becomes centralised to deliver the visibility required across the manufacturing footprint. And with this in place, local operations will get the competitive advantage essential for a digitally driven marketplace while still supporting the demand for sustainable business practices.

Becoming streamlined

It becomes important to move beyond complexity and disparity and focus on how best to gain real-time oversight of processes. This requires the priority to be on streamlining processes, centralising data and optimising production to reduce manual intervention that can often be blamed for errors.

As part of the transition to an intelligent data-led environment, digital infrastructure must be put in place that incorporates the likes of artificial intelligence, machine learning, ERP, EAM and manufacturing execution systems (MES). This will contribute to improved transparency which the manufacturer can use to extend product and asset life cycles, reduce waste and provide feedback on the areas where the circular economy can be improved upon.

Manufacturers must caution against viewing this as a once-off process. Intelligent data and the associated digital transformation of traditional systems must be ongoing. It must be considered a motion of business that forms part of the manufacturer's own life cycle. Just as it continued to grow and expand and develop new products and services, so too must the intelligent data environment be adapted for shifts in technology.

Agreeing on it

Business buy-in becomes the starting point to affecting this change at scale. The best technology and approaches available can do little to change how the manufacturer operates if there is no executive drive to make things work.

Integrating intelligent data with more advanced technologies while still delivering on the existing platform investments will require a careful balancing act. But if manufacturers are to deliver value in today's digital market, then they must find ways to do so, especially given the expected push to grow business for the remainder of 2022. •

ABB unveils future of process automation

ABB presents the future of distributed control systems (DCS) as vital to sustainably meeting the rising demand for energy, utilities and goods.

ABB has released its white paper entitled ‘The DCS of tomorrow: ABB’s process automation system vision’, which outlines how process automation systems will evolve to support industries as they undergo digital transformation and shift to sustainable energy sources.

For more than a century, automation systems have been central to empowering industries that provide the basic building blocks of our everyday lives – energy, power, water, metals, minerals, chemicals and transportation – to scale to the needs of a growing population. And for nearly 50 years, the DCS – a digital platform for automating and operating large plants – has been instrumental in enabling safe, efficient and reliable 24/7 operations for these process and energy industries. ABB has been a global market leader in DCS for 22 years, maintaining a leading share of around 20 percent in a market worth more than \$14-billion.

At the core of controlling and supervising complex processes, the DCS will continue to provide the essentials needed for safe and reliable operations, while evolving its functionality to serve the needs of accelerating digital transformation and energy transition. It will combine an ability to scale and serve new market conditions by adapting to new technologies, including the provision of standard interfaces for third-party connectivity.

ABB foresees a modular automation architecture that will evolve to address customer needs, becoming more open, interoperable and flexible, while maintaining the same high level of reliability, availability, safety and security to which users have grown accustomed.

- The DCS of the future will be embedded in a digitally enabled environment that facilitates enterprise-wide

secure connectivity and collaboration among people, systems and equipment.

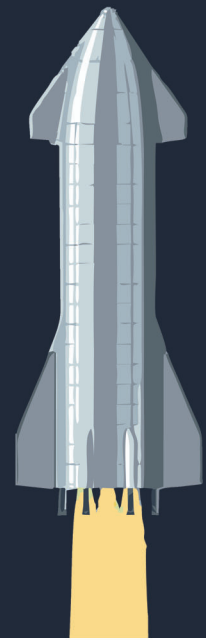
- New business models will be feasible through readily downloadable application subscription services.
- Machine learning and artificial intelligence will speed issue resolution and promote remote, autonomous operations that keep people out of harm’s way and mitigate against human-induced error.
- The generation joining the workforce will leverage the familiar benefits of digitalisation without having to sacrifice the reliability, availability and security that current systems provide.

“With the DCS of tomorrow, we will accelerate innovation while maintaining the reliability and continuity for which we are known,” says Peter Terwiesch, President, ABB Process Automation. “This white paper is a blueprint for automation systems that will future-proof industries for decades to come. Many of the industries we serve are energy and material intensive and strive toward more sustainable production. As they increasingly integrate renewables into their energy mix, we will provide the automation with which to do it.”

ABB’s distributed control systems combine process control, electrical control, power management and safety management. They are a collaboration enabler, allowing improvement of engineering efficiency, operator performance and asset utilisation. “ABB automates, electrifies and digitalises some of the largest and most critical operations in the world to meet the needs of our growing society, helping our customers make a world of difference,” says Terwiesch. “These sophisticated, interconnected systems work in the background, and yet are essential for nearly everything we use in our daily lives. Our future automation offerings will continue to be at the heart of this.” •



WEBTECH



From **R99**/per month

Website Hosting

Fast, secure and reliable website hosting. Choose a website hosting package based on your needs. We have packages starting from R99/month which include:

- ✓ 5GB Disk Space, Unlimited* Traffic
- ✓ Free SSL Certificate
- ✓ Anti-SPAM MailScanner, Anti-Virus Scanner, Easy to use Control Panel
- ✓ 99.9% uptime guarantee and Real-Life Human Beings customer support

Our Services

We offer fast, secure, reliable website hosting and domain name registrations. We utilize top-of-the-line servers to power our Shared Web Hosting plans. Each server is optimized for speed and limited to how many clients can operate on each server.



Instant Hosting

Your hosting package is activated immediately once your payment and account have been verified.



Real Hosting

Tech veterans, geeks, and nerds are all standing by to optimize your experience.



Free Setup

There are no setup fees or hidden extra costs when purchasing a hosting package with us.

Popular Plans

All our plans come with Free SSL certificates, Anti-SPAM MailScanner, Anti-Virus Scanner and SolidCP (Control Panel).



Basic Plan

Affordable hosting to get you started.

5GB Disk Space

UNLIMITED* Traffic

5 Domains

20 E-mail Accounts

Control Panel & FTP

From R99/per month



Premium Plan

Our most popular hosting plan

10GB Disk Space

UNLIMITED* Traffic

10 Domains

25 E-mail Accounts

Control Panel & FTP

From R149/per month



Ultimate Plan

Need more space or email addresses then the Ultimate plan is for you

15 GB Disk Space

UNLIMITED* Traffic

15 Domains

50 E-mail Accounts

Control Panel & FTP

From R249/per month

PROJECT

Client Feedback
Andrew

The service is far and away the best by any hosting company. Our decision to bring our business to Webtech was the best decision we have made.

GET IN TOUCH

Email : sales@webtech.co.za

www.webtech.co.za

UNLIMITED* Traffic Subject to Acceptable User Policy

How to Avoid a Climate Disaster

Reviewed by Gerard de Villiers

"In this urgent, authoritative book, Bill Gates sets out a wide-ranging, practical and accessible plan for how the world can get to zero greenhouse emissions in time to avoid a climate catastrophe."

I am sure that the 2021 UN Climate Change Conference (COP26) in Glasgow at the end of 2021 left many of us in logistics and supply chain management questioning what we can do to make a difference to avoid a climate disaster. I was very fortunate to receive a copy of the latest publication of Bill Gates that answers this question in a very practical and easy-to-read book. Gates does not underestimate the complexities, but manages to explain the difficult issues and debates around climate change in a logical way that makes so much sense.

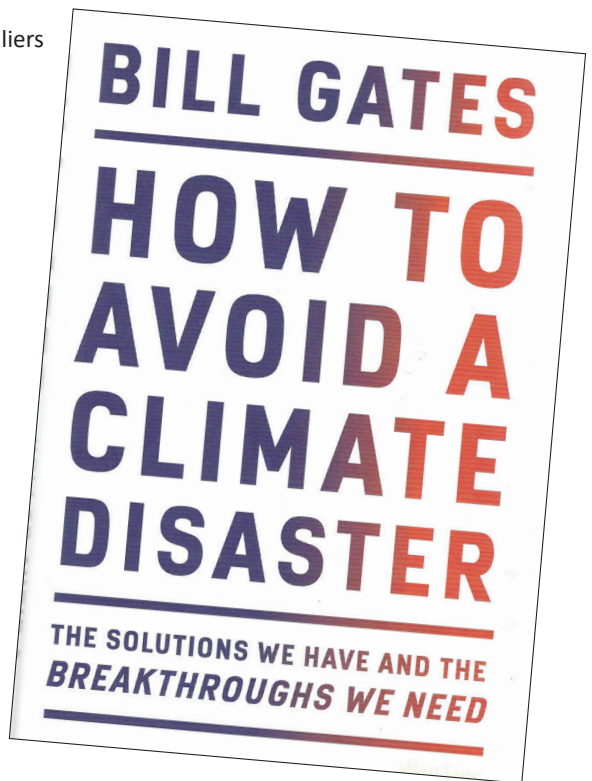
He starts by explaining that to stop global warming and avoid the worst effects of climate change, humans need to stop adding greenhouse gases to the atmosphere. This implies that we need to aim for zero greenhouse gas production. It will be difficult, but Gates is of the opinion that it will be possible if we focus on the right solutions to get there. He continues to stress the importance of measuring key indicators of where we currently are and what our targets should be.

Greenhouse gas is typically emitted by making things (cement, steel, plastic), plugging in (electricity), growing things (plants, animals), getting around (planes, trucks, cargo ships) and keeping warm and cool (heating, cooling, refrigeration). Moving our global energy economy from dirty, carbon-emitting technologies to clean technology with zero emissions will cost something as most of the zero-carbon solutions are more expensive than their fossil-fuel counterparts. Gates defines the additional costs as "Green Premiums" and manages to provide cost estimates of possible solutions. This includes space requirements as it differs for the different energy sources such as fossil fuels, nuclear,

solar, hydropower, wind, wood and other biomass.

The book covers the five categories of making things, plugging in, growing things, getting around and keeping warm and cool in much detail in different chapters and then moves on to how we shall have to adapt to a warmer world. The last part of the book covers why government policies matter, a plan to get to zero emissions and my favourite chapter, what each of us can do.

I found the book highly relevant and easy to read with many practical examples and experiences from the life and work of Bill Gates. I strongly recommend the book for anyone interested in cutting through the noise and getting to the core of things that matter and issues to be addressed. •



About the author:

Bill Gates is a technologist, business leader and philanthropist. In 1975, he co-founded Microsoft with his childhood friend, Paul Allen. Today he and his former wife, Melinda, are co-chairs of the Bill & Melinda Gates Foundation. He also launched Breakthrough Energy, an effort to commercialise clean energy and other climate-related technologies.

Transforming the supply chain with data analytics and intelligence

By Clayton Nicholas, Founder and CEO of Vibronyx

Data may not be considered a revolutionary concept, but today it is considered a fundamental component of digital transformation.

Data is the key to achieving breakthroughs in supply chain management that the industry once considered impossible. Now, with the advent of the metaverse, the lines between the digital and physical worlds continue to blur. To compose a supply chain agile enough and prepared for such a future world, organisations must invest in effective data analytics to mine data for valuable, proactive insights and accelerate intelligent decision-making.

As we come upon the two-year mark since the onset of the pandemic, organisations are keen to digitally transform and adopt intelligent supply chain management. On top of pandemic disruptions, businesses across sectors are also contending with growing labour shortages, supply shortages and rising costs. As disruption has become an everyday occurrence to supply chains, chief supply chain officers (CSCOs) are under growing pressure to capture real-time data, analyse it and respond quickly to mitigate risk. Supply chains must adapt for continued agility, resilience and transparency.

In its 2021 Future of Supply Chain Survey, Gartner discovered that 43 percent of enterprises will continue to digitalise and integrate innovative technology into enterprise-wide systems. This means that in the coming year, the ability to augment operations and decision-making with data analytics will prove to be a transformative and highly favoured capability.

Digital reinvention is today's necessity

While transformation is an ambitious undertaking, the benefits go well beyond improving supply chain performance and profitability. A late 2020 Gartner survey showed that nearly 70 percent of companies surveyed accelerated their digital road maps during the pandemic. That being said, digital reinvention in the supply chain is now a necessity.

Myriad use cases for supply chain analytics exist – and the number will only continue to grow as forward-thinking leaders embrace the opportunity for human and machine collaboration. Consistently ranked as one of the top five corporate supply chains, Schneider Electric leverages a supply chain data platform within its control tower to integrate internal data with external data from partner ecosystems in real time. By unlocking newfound value in analytics, Schneider Electric achieves full visibility of its end-to-end supply chain. Ultimately, this allows the company to boost agility, effectively manage supplier relations, extend visibility and support intelligent decision-making.

The intelligent building blocks

Data-based decisions require a fundamental change in how supply chain organisations think about data. Implementing data analytics is not solely a matter of tacking on new technologies, but rather a series of digital initiatives to capture the full value of data analytics and intelligence. To make this shift, start by looking at the following:



- **Link the business strategy:** Linking business priorities to investments with a transformation road map – not IT stack improvements – helps drive successful transformation across the enterprise.
- **An agile method:** A complete digital transformation is a multi-year project, making an iterative, agile approach the best method for success. With quick wins and a clearly defined strategy, organisations can minimise future losses and demonstrate positive ROI.
- **Implementation and integration:** An integrated, holistic approach can address the opportunities and constraints of all stakeholders, from procurement to sales. Data intelligence drives integration across once-siloed systems, with added workflows helping turn insights into actions.
- **A partner ecosystem:** Participating in an ecosystem is crucial to mitigating risk. Supply chain mapping across stakeholders improves internal and external collaboration to benefit customers and enhance end-to-end visibility. In conjunction with

data-powered insights, operations can better predict demand and cognitively source needed supplies.

- **Embrace the metaverse:** Delivering predictive insights and fostering intelligence across supply chain networks will be compounded exponentially with the introduction of the metaverse. Simulating real-world models with synthetic data, IoT device data and more will prove to reduce development times and risk, achieve higher operational efficiency and improve resilience.

Where do we go from here?

Supply chain transformation happens by unlocking the value of your analytics with processes, technology and experience. A lack of capabilities and a structured approach are holding many companies back. In the end, transformation is not immediate; it's rather a proactive journey. In due time, harmonising analytics can put organisations on a path to intelligent supply chain management and the ability to compete with businesses that are setting the bar. •

Outdated fleet management communication devices put road users at risk



By Justin Manson, Sales Director, Webfleet Solutions

As industries across the globe commemorate World Telecommunication and Information Society Day (WTISD), the United Nations has highlighted the possibilities that the Internet and other information and communication technologies (ICT) can bring to societies and economies.

Adoption of these technologies is an urgent requirement in South Africa's fleet management sector, where countless businesses still use cell phones to communicate with drivers. But, unfortunately, this method of communication is both hugely expensive and, most importantly, incredibly unsafe.

Despite innovations like two-way radios and push-to-talk Voice over Internet Protocol (VoIP) devices promoting safer and more cost-effective communication methods than cell phones, network coverage still heavily impacts the effectiveness of these solutions. Additionally,

some of these devices still require drivers to take their eyes off the road.

Cell phone use while driving a growing concern

A video recently emerged of a South African truck driver using his cell phone while driving. First, he checks the road ahead to see a side tipper truck a few metres ahead. He then proceeds to use his cell phone with both hands, however, the side tipper in front of him stops abruptly while his attention is on his mobile device. By the time he realises the imminent danger, it's already too late and there's no way for him to avoid colliding into the back of the truck. The crash happened in under two seconds of him looking down at his cell phone.

This is just one example of how cell phone use remains a serious concern for drivers, other road users and fleet operators, whose concentration continues to be compromised by these devices. According to a report by Transport Research Laboratory, drivers who read and compose text messages while driving had a 35 percent slower reaction time and reduced ability to maintain vehicle control. The research also found that when texting, drivers slowed significantly, indicating that they recognised the impairment and attempted to mitigate risk by reducing speed.

Digital technology can eliminate distracted driving

A driver's use of a cell phone or even a two-way radio to communicate puts the lives of other road users at risk. It





can also be costly for businesses, especially considering that even the best-planned schedule or route might need to be adjusted when the unexpected hits.

For example, suppose a business relies on cell phones to communicate with drivers. Those drivers could miss notifications about a route or schedule change because of a sudden hail storm or even protest action along their way. This could lead to delivery delays or damage to the vehicle and its cargo.

Additionally, relying on cell phones would require the fleet manager to pick up the phone and dial several different mobile numbers individually and perhaps only get through to a few drivers because of a lack of network coverage.

Thankfully, digital technology now allows fleet managers to communicate with drivers more safely and effectively, whether they're managing one or 100 drivers on the road. For instance, digital solutions like Driver Terminal sit on the driver's dashboard and read messages from the fleet manager aloud. That means the driver doesn't need to pull over to check the new instructions or compromise their safety by taking their eyes off the road – allowing them to maintain both productivity and safety.

Fleet managers can also use this technology to digitise drivers' job cards and send clear instructions straight to a group of drivers. This allows them to optimise each driver's tasks and routes and share the updates electronically with the drivers on duty.

As a result, fleet managers don't need to wonder whether jobs have been completed, what the ETAs are for the following location or whether a driver has completed a specific job, which improves customer satisfaction, can increase billable hours or reduces overtime.

Businesses that manage fleets across multiple provinces can use these systems to simultaneously alert all vehicles in one specific location about traffic updates, schedule changes and weather events, allowing them to provide accurate ETAs to customers. They can then manage customers' expectations effectively while reducing wear and tear and the likelihood of drivers working overtime.

By optimising these day-to-day operations, businesses will benefit from long-term savings. For example, given that petrol and diesel prices are expected to increase substantially in June, fleet managers running 10 or more deliveries a day can determine the fastest routes for drivers and communicate these updated routes effectively, which will reduce fuel costs.

South African businesses no longer have an excuse to rely on cell phones to communicate with drivers. The sector now has an even more comprehensive range of safer and cost-effective digital technologies that can provide a competitive advantage to companies and eliminate the distraction of using mobile devices while driving. •

Before AI, warehousing must catch up to cloud

By Joe Blazick, courtesy SupplyChainBrain

Artificial intelligence (AI) and machine learning (ML) are among the hottest topics in supply chain innovation at the moment, but if your company is resistant to using the cloud, you're going to struggle to take advantage of these new technologies.

When we talk about the benefits of moving to cloud computing, we usually talk about cost savings or flexible on-demand storage and computing, but there are other important benefits to consider, including the enablement of data science, ML and AI.

With the rise of cloud computing over the past decade, we've seen an explosion of data science, ML and AI in all industries. The fact is that data scientists are able to do so much more because of the resources they now have available to them through the cloud.

For years, AI has been limited by hardware constraints found in on-premise deployments, making it extremely challenging to adopt ML models in warehouses. Now that supply chain companies are warming up to cloud options,

those limiting factors no longer exist. Supercharged by the power of the cloud, distribution managers and industrial engineers can now enhance their ability to:

- Dramatically improve workforce planning and management.
- Proactively re-slot products to improve efficiency.
- Predict and eliminate stockouts and other exceptions.
- Optimise automation/robotics alongside human workers.
- Identify and implement process improvements.

Why is the cloud so important to ML? There are three key reasons why moving to the cloud will enhance your company's adoption of AI and ML:

- State-of-the-art database technology.
- Centralising your data silos.
- Faster third-party integrations.



Warehousing leaders need to be aware that if they want to embrace data science and AI, they need to take the first step of embracing the cloud for data services.

Database technologies

The top three cloud providers (Azure, AWS and GCP) all specialise in state-of-the-art database technologies that modern ML workflows rely on for fast processing of large amounts of data. Utilising the cloud offers organisations access to this infrastructure and this has democratised, to some degree, the use of AI.

On-premise solutions do exist, but they can be very costly if you don't have the tech talent to support in-house infrastructure. Talent shortages can add even more risk to an in-house solution in cases when your primary tech lead leaves for a new job and you struggle to replace the talent.

During times of scaling up workflows, the cloud can handle large datasets and you won't need to purchase additional hardware for maintenance. The buying and managing of equipment are done by the cloud service provider. This will save you in upfront capital costs and also ongoing hardware maintenance costs.

Centralised data

Data silos are one of the most painful problems to work through as a data scientist and can lead to projects coming in over budget and late. As a data scientist, nothing makes me happier than working with a customer who has taken the time to centralise data infrastructure because I know I'll be able to get access to required data without issues. When data is siloed throughout an organisation, it can be difficult, if not impossible, to get the data required for a particular project. The cloud offers several solutions to help companies centralise their data and maintain security and permissions.

Engineering set-up and integrations make up a large portion of the cost of purchasing vendor AI technology. You will need to provide specific hardware and operating systems, and install required software and packages in order to conform to the needs of each vendor. This can cause several headaches and slow down implementations, which will drive up costs.

When both parties are already working in the cloud, there is a clear path to production for those AI services. This

is done simply because most of the networking tools needed are made available right in your cloud project. The cloud removes the need for vendors to spend valuable time getting up to speed with on-premise, sometimes in-house built, infrastructure.

Given the hype around cloud technologies, why wouldn't every supply chain leader push their departments into the cloud? Top concerns we hear from our customers centre around data security and preventing unauthorised access to their data. Leaders fear that if they move their data into the cloud, they're leaving themselves exposed to cyber and ransomware attacks that could cripple their businesses.

The reality is that cloud providers have been providing data services to health care companies and governments with highly sensitive data for years with varying levels of desired security. If you require data security, every cloud provider has the ability to offer the level of security you need, with teams of experts who are fully dedicated to providing cutting-edge security compared to in-house IT teams.

Embracing transformation

In summary, we've explored some of the key reasons why the cloud is important to AI and ML adoption and even some of the reasons why people are hesitant to move into the cloud. In short, AI and ML have the potential to transform warehouse operations for very little cost compared to alternatives.

Cloud works on the principle of 'pay for what you need'. The cloud's pay-per-use model is good for companies who wish to leverage ML capabilities without much expenditure.

The really exciting thing about the cloud is the way that it allows for collaboration. The more data in the system, the better the intelligence and learnings that can be gleaned from it. Data-rich, real time, constantly enhanced and optimised. With AI and ML insights powered by the cloud, the enhancements to your core processes and procedures can be transformational.

If business leaders are serious about adopting AI within their warehouses, they will need to get serious about cloud adoption too. •



Your intralogistics solutions provider

New- and Used Forklift Sales
Short- and Long Term Rentals
Racking and Warehouse Equipment
Logistics Software

info@jungheinrich.co.za | 010 596 8460
www.jungheinrich.co.za



INDUSTRIAL LOGISTIC SYSTEMS (Pty) LTD

**Supply Chain & Logistics Consultants
From Strategy to Execution**



www.ils.co.za
info@ils.co.za

Johannesburg
Cape Town
+27 11 656 1100



Always Visible



www.ctrack.co.za | sales@ctrack.com
Fleet Management Solutions



**LIFT TRUCK
COMPANY**

**Forklift & Materials
Handling Specialists**

Trusted since 1984

010 594 4339

JHB (Head Office) | CPT | DBN
PMB | PE | EL | BLOEM | NEL

www.goscorlifttrucks.co.za



LOGISTICSNEWS

The Independent Voice of the Supply Chain Industry

**Advertise your business
with us and reach new customers**

*South Africa's leading logistics
and supply chain management magazine*

Contact Melanie at melanie@logisticsnews.co.za

www.logisticsnews.co.za



The global market leader in materials handling equipment
with a reputation for safety and efficiency, innovative research
& development and quality products.

+27 011 395 0600 | www.toyotaforklift.co.za

Dis-Chem's online orders get a massive Picup

DIS-CHEM HAS experienced a massive shot in the online arm thanks to the implementation of smart logistics technology. Since adopting Picup's software in March 2020, the company has grown its delivery orders from between 6,000 to 8,000 a month to around 89,000 orders at the height of COVID-19. While some consumers have returned to physical stores to browse and buy, Dis-Chem's online orders have remained strong, pointing to significant growth in its e-commerce offering both now and in the future.



Picup CEO Antonio Bruni

A great enabler of Dis-Chem's ability to service its e-commerce customers faster has been Picup, a subsidiary of Karoo0000. This smart logistics technology is plugged into the Dis-Chem system through API integration and enables the pharmacy group to dispatch online dispensary, front shop and telephonic orders faster. Dis-Chem dispatches both over-the-counter goods and prescribed medication using Picup's delivery fleet, together with its own 260 Dis-Chem drivers, to ensure faster and accurate delivery across the country.

This is managed through 192 Dis-Chem, six Medicare and 35 Baby City stores, all active on the Picup platform.

"In August 2021, we saw an online sales growth of 14,4 percent over the comparable period and this was already an increase in growth over the 2019 comparable period where we saw 345,9 percent growth," says Annemarie Barnard, IT OPS Project Management Officer. "While COVID-19 was the catalyst for the change in consumer behaviour, Dis-Chem's logistics has become extremely slick. We are seeing a reduction in delivery times from seven to 10 days to same or next day. This has radically decreased customer complaints over the past two years," adds Barnard.

Picup CEO Antonio Bruni says advancements in health care logistics are happening at a rapid pace around the world as more consumers opt in to order online rather than go in-store.

"By decentralising its distribution operations to now have a presence around the country, Dis-Chem has uniformed its processes across the group; every store adopts the same process which enables scalability, a faster delivery process and dispatch of orders," says Bruni. •

Serco takes a load off

A REDESIGNED chassis for refrigerated trailers offering a weight saving of 580kg against the norm is now available in South Africa and already catching the eye of customers. The new style chassis has been developed by truck and trailer building company Serco.

CEO Clinton Holcroft says that, following feedback from customers, further improving payload would be beneficial for transporters. Serco took one of its proven and trusted chassis and redesigned it using high tensile steel and the latest 3D software analysis tools to reduce stress points, and the outcome is a winner.

"We finalised the design towards the end of last year and built a few prototypes, which we put into the market. There has been quite a bit of interest and we have started picking up orders for the new chassis, which is proving itself on the road already," says Holcroft. "I think the 580kg weight saving is significant and a huge achievement by our design team. At a fairly nominal cost, clients can further improve payload by adding accessories such as aluminium rims and hubs."



Holcroft adds that it was an exciting development for Serco and it gives clients wanting to improve payload a tangible advantage. "Weight saving provides a little more tolerance in terms of weight distribution, which is often a challenge. For instance, a truck or trailer might be within the overall permissible weight limitation, but can end up slightly overloaded depending on the load distribution. Weight reduction can help prevent this," he says. •

DHL Express breaks ground at new facility in JHB

INTERNATIONAL EXPRESS service provider DHL Express has announced an investment in a new world-class service centre facility to be built in Waterfall, Midrand. This greenfield project will be jointly developed by the SOM Group and Waterfall, with an overall project commitment for the next 15 years of around R500-million.

Jed Michaletos, Managing Director of DHL Express South Africa, says, "South Africa is a key market for us and this expansion will ensure that we continue to provide our ever-growing customer base with the best-in-class service quality that they have become accustomed to. We have experienced continued growth in inbound and outbound volumes, coupled with the accelerated rise of cross border e-commerce, which has necessitated this move."

"The new facility will make use of a drive-in model, thereby maximising productivity and increasing the volume

of shipments processed daily to ensure faster delivery of shipments for our customers. The increased capacity will enable us to handle a double-digit increase in shipments processed per hour, and will allow further growth of up to triple digits if required," adds Michaletos.

Coenie Bezuidenhout, Director of SOM Group, says, "The new DHL facility will be situated in one of the best logistics locations in South Africa and will also mark the establishment of a world-class material handling facility. The construction has commenced on site and completion is scheduled for April 2023."

The facility will receive, process and transport inbound and outbound shipments to their intended destinations. The development will include an increase in floor space and advancements in technology and processes as well as material handling equipment, which will omit manual handling of shipments and facilitate direct loading of shipments.

The facility will be constructed in line with Deutsche Post DHL Group goals to reduce all logistics-related emissions to net zero by the year 2050 and will meet DHL's global requirements from an operational and future expansion perspective. There will be measures put in place within the facility to reduce its overall energy consumption by use of water recycling capabilities and solar power systems. •

Coenie Bezuidenhout, Director of SOM Group, and Jed Michaletos, Managing Director of DHL Express South Africa, at the breaking ground ceremony.



The DHL Express South Africa senior management team.

Ashok Leyland expands presence in southern Africa

ASHOK LEYLAND, flagship of the Hinduja Group and one of India's leading commercial vehicle manufacturers, has announced its new distribution partnership with ETG's logistics, warehousing and distribution vertical, ETG Logistics (ETGL). ETG is a global conglomerate operating across various segments, with a deep focus on uplifting sub-Saharan Africa. An agreement was signed between the companies for cooperation of distribution of products in the southern African region. ETGL will operate dealerships for Ashok Leyland in six key southern African countries as part of this strategic cooperation.

"We have ambitious growth plans for the African market. Our time-tested products are well suited for



Amandeep Singh, Head of International Operations, Ashok Leyland with Rajeev Saxena, CEO of ETGL, and Pavan Nair, Business Head of ETGL, at the signing of the partnership agreement.

the African terrain and offer a superior value proposition to customers," says Amandeep Singh, Head of International Operations, Ashok Leyland. "ETG group's extensive connections in these markets will complement our growth plans. We are already present in most of the East and West African countries. We now have the right product portfolio with best-in-class total cost of ownership (TCO) to cater to requirements of this market and provide excellent value proposition for customers."

Rajeev Saxena, CEO of ETGL, adds, "We are excited to announce our partnership with Ashok Leyland. This partnership will be instrumental in bringing a range of commercial vehicle solutions to address specific requirements of different customer groups in the territory." •

#ThankYouTrucker competition returns

AS A result of overwhelming demand and the success of the inaugural competition in 2021, #ThankYouTrucker is back. Following the hotly contested inaugural competition, IVECO SA, in partnership with the Road Freight Association (RFA), has announced details of the 2022 search for the best trucker in South Africa.

“Trucking is the backbone of domestic supply chains and without trucks, our economy stops,” says Martin Liebenberg, Managing Director of IVECO SA. “Despite the war in Ukraine, the ongoing COVID-19 pandemic, unrest, natural and national disasters, massive fuel price hikes and sporadic supply chain disruptions, our truck drivers continue to deliver what we need every day and go the extra mile. Through the #ThankYouTrucker campaign, IVECO SA and the RFA want to honour and celebrate the great work and efforts of our nation’s most exceptional drivers.”

How to enter

#ThankYouTrucker is looking for the most extraordinary freight driver – a remarkable individual who goes above and beyond the call of duty. This driver is helpful, trustworthy, dependable, caring and passionate about his/her career in trucking.

Fleet owners and managers can nominate any number of drivers they believe meet the criteria. Entries opened on 11 June and close on 3 September 2022.

The winning driver will be awarded R50,000, the driver in second place will win R10,000 and the third placed driver will receive R5,000.

“#ThankYouTrucker is a unique opportunity for the industry to thank truck drivers for their commitment, professionalism, tireless efforts and dedication to a tough job. We look forward to receiving nominations for this year’s competition,” says Gavin Kelly, Chief Executive of The Road Freight Association.

Enter #ThankYouTrucker today at www.thankyoutrucker.co.za.



An Initiative by: **IVECO** in partnership with: THE ROAD FREIGHT ASSOCIATION

GLTC moves Mbombela branch to larger facility

TO ACCOMMODATE its growing business in the Mbombela region of Mpumalanga, Goscor Lift Truck Company (GLTC) has relocated its existing branch to a larger premises.

Given the current growth of its operations and the prospects of further business growth in the coming years in Mbombela, GLTC realised the need to move its branch to a larger facility, explains Ben Churr, General Manager: Goscor Industrial and Construction Equipment (GICE). “We now have ample yard space at our new facility, as well as four dedicated workshop areas compared to the one at the old premises,” he says.

According to Churr, the Mbombela branch is well positioned to service the growing number of small and medium-sized enterprises (SMEs) operating in the area, mainly in the infrastructure value chain. “The Mbombela area and surrounding regions are a hub for SME companies

GLTC's new facility, which now has four dedicated workshop areas.



largely focusing on government infrastructure and low-cost housing developments,” says Churr.

As with all other Goscor businesses, Churr says that the focus on aftermarket service is what determines long-term growth in these regions. Over the years, the company’s products have become more competitive, and service has become the leading long-term growth factor.



Collaboration speeds up energy transition

HITACHI ENERGY, a transmission, distribution and grid automation solutions company, and Schneider Electric, which deals in the digital transformation of energy management and automation, have entered into a collaboration to provide greater customer value and accelerate the energy transition.

The non-exclusive collaboration will support customers' sustainability efforts, including the decarbonisation of the energy and industrial sectors. Hitachi Energy can leverage Schneider Electric's medium-voltage portfolio, while Schneider Electric will be able to use Hitachi Energy's high-voltage portfolio to provide more comprehensive offerings.

This new collaboration builds on the trusted track record, global footprint and extensive experience of both these sustainable energy technology leaders in delivering projects for renewables, data centres, mining and other industry segments. Both companies expect this collaborative ecosystem to ensure benefits for customers across their operational life cycle, including a more holistic offering, strengthened supply chain and enhanced efficiencies.

"We continue to innovate with technology and business models to advance a more sustainable, flexible and secure energy system," says Claudio Facchin, CEO of Hitachi Energy. "We have chosen to collaborate with Schneider Electric by enhancing our complementary portfolios and address the need for faster deployment of grid solutions for our customers," he adds.

"We are launching this collaboration to help our customers deploy the green electricity solutions instrumental in the fight against climate change," says Jean-Pascal Tricoire, Chairman and CEO, Schneider Electric. "With Hitachi Energy, we're committed to leveraging our respective strengths in order to solve our customers' most pressing energy challenges." •

Isuzu strengthens relationship with Gift of the Givers

ISUZU MOTORS South Africa recently recemented its four-year partnership with Gift of the Givers to assist in the upliftment of the most vulnerable and marginalised communities. Mongezi Hermans, Senior Vice President Human Capital & Corporate Affairs at Isuzu, says, "As a corporate citizen we are continuously engaging key stakeholders who share our values to uplift the communities we operate in."

The support of Isuzu to Gift of the Givers includes trucks, water tankers and bakkies, which are currently being used for various disaster relief and humanitarian aid projects across South Africa, with some dedicated exclusively to search and rescue purposes.

Gift of the Givers founder Dr Imtiaz Sooliman says he is happy about the ongoing partnership and logistical support his organisation is receiving from Isuzu. "Our partnership with Isuzu enables us to continue making a difference in far-flung, communities and areas that are difficult to reach".

The strength of this partnership was recently demonstrated during the devastating floods experienced in rural Port St Johns and areas of KwaZulu-Natal, where Isuzu vehicles were able to navigate muddy roads to deliver aid to communities in need. •



From left: Chule Qalase, Imtiaz Sooliman, Mandlakazi Sigcawu, Mongezi Hermans and Ali Sablay.



Brambles commits to net-zero emissions by 2040

BRAMBLES HAS announced its commitment to achieving net-zero greenhouse gas (GHG) emissions by 2040. The company's pledge to a 1.5°C climate future was an essential driving force behind its five-year sustainability targets published in 2020. By pledging to align with the goals of the Paris Climate Agreement, Brambles was already committed to achieving net-zero GHG emissions by no later than 2050. With this new road map to net-zero emissions, the supply chain solutions company is bringing that deadline forward by 10 years.

"Brambles has a track record of reducing emissions through its circular business model, a range of innovative initiatives and its past achievements. These targets are an important next step in a journey that we started years ago. Adopting science-based targets and bringing the net-zero deadline forward by 10 years accelerates our mission to build a regenerative supply chain," says Juan José Freijo, Brambles Chief Sustainability Officer.

To manage this challenge effectively, Brambles has created a dedicated decarbonisation function integrated within the supply chain organisation. Working with internal and external stakeholders across multifunctional initiatives, the team has created an actionable road map with targets to ensure that this corporate, strategic vision becomes a reality across five continents and 60 countries.

Brambles will focus on three main development areas to achieve the net-zero target: operations (directly owned and subcontracted), logistics and direct procurement. •

Parts warehouse brings AGCO closer to dealers and distributors

THE LAST thing any farmer needs is to have a tractor or essential piece of equipment from Challenger, Massey Ferguson, Fendt and Valtra stand idle due to downtime. This is where the massive parts warehouse in Kempton Park, Johannesburg comes into play, ensuring that the countrywide AGCO Africa dealer and distributor network is supplied with whatever they need, when they need it.

"Our demand planning is based on seasonal productivity, which informs us what specific parts are required at what peak times," explains Craig Correia, Customer Service Manager for Parts and Warehouse for Africa.

Explaining the state-of-the-art system underpinning the parts warehouse, Correia says that once an order comes through the system and is dropped into the outbound section of the warehouse, a pick ticket is generated that allows the pickers to see if it is small, medium or large items, and what is required to pick them quickly and efficiently.

Once an order has been picked, the picker then brings it through to the outbound section, where three different quality-control checks are carried out by the picker, in-house security and the outbound supervisor. The parts are then processed into boxes and sealed, following which a case number and picking documents are generated to be handed over to DSV, the in-house shipping agent located within the parts warehouse itself as a third-party logistics provider (3PL). "Our system is fully integrated with that of the 3PL, which greatly reduces the time taken to process orders into and out of the warehouse," says Correia.

"The main reason for all these processes is it shows we are transparent, are able to track everything that is inbound and outbound and are able to meet all requirements as quickly as possible in the shortest time. This is to get the farmer's machine or tractor up and running with minimal delays," concludes Correia. •



LOGISTICSNEWS

The Independent Voice of the Supply Chain Industry

Publishing Editor:

Dalan Holton

Editorial:

info@logisticsnews.co.za

P.O.Box 1806, Gallo Manor

Sandton, 2052

www.logisticsnews.co.za

www.supplychainonline.co.za

Deputy Editors:

Lynne Yates

Loren Shirley-Carr

Consulting Editor:

Wesley Niemann

Advertising:

Melanie Scheepers

melanie@logisticsnews.co.za

Subscriptions:

www.logisticsnews.co.za

Design & DTP:

Nicole Cook

The publisher is not responsible for the opinions expressed by individuals.

© No part of the publication may be copied or reproduced by any mechanical or electronic means without the written permission of the publisher.

38th year of publication.

ISSN 1025-0492



Directory of supporting industry associations

CILTSA

Chartered Institute of Logistics and Transport SA

011-789-7327 | www.ciltsa.org.za

CIPS

Chartered Institute of Purchasing and Supply Southern Africa

012-345-6177 | www.cips.org/southernafrica

CSCMP

Council of Supply Chain Management Professionals

SA Round Table

011-678-1820 | www.cscmp.org

RFA

Road Freight Association

011-974-4399 | www.rfa.co.za

SAAFF

SA Association of Freight Forwarders

011-455-1726 | www.saaft.org.za

SAEPA

SA Express Parcel Association

info@saepa.org.za | www.saepa.org.za

SAIIE

Southern African Institute of Industrial Engineering

011-607-9557 | www.saiie.co.za

SAPICS

SAPICS – The Professional Body for Supply Chain Management

011-023-6707 | www.sapics.org.za

DESIGN AND DEVELOP
INFRASTRUCTURE
AND OPERATIONS TO
MAKE YOUR SUPPLY CHAIN
A SUCCESS



ILS
INDUSTRIAL LOGISTIC SYSTEMS^{(Pty) LTD}

Supply Chain & Logistics Consultants From Strategy to Execution

- Supply Chain and Facility Strategies
- Market and Location Analysis
- Warehouse and Distribution Centre Design
- Materials Handling Systems Design
- Project Management
- Process Optimisation
- Warehouse Management Systems
- Best Practice Standards
- People and Productivity Optimisation
- Operations Set-Up



www.ils.co.za
info@ils.co.za

Johannesburg
Cape Town
+27 11 656 1100





Department of Business Management

Accelerate your career in Supply Chain Management



Faculty of Economic and Management Sciences

Fakulteit Ekonomiese en Bestuurswetenskappe
Lefapha la Disaense tša Ekonomi le Taolo



Master the complexities and dynamics of supply chains with a world-class business qualification from the University of Pretoria

The Department of Business Management is a centre of excellence in the Faculty of Economic and Management Sciences at the University of Pretoria, with the aim of contributing towards the development of supply chain management practice, education and research in Africa. We strive to keep South African industry at the cutting edge of new development through access to both local and international knowledge.

The Department of Business Management offers a progressive range of formal qualifications and continuing education programmes in supply chain management designed to develop management potential and competencies at all managerial levels.

Formal qualifications in Supply Chain Management:

- BCom (ELA Accredited programme)
- BCom Honours
- MCom/MPhil
- PhD

Continuing Education programmes and short courses in Supply Chain Management:

- Programme in Supply Chain Management
- Advanced Programme in Supply Chain Management
- Executive Programme in Supply Chain Management
- Programme in Production and Operations Management
- Fleet Management
- Contract Management
- PFMA Bid Adjudication
- Business Process Management
- Business Process Modelling
- Customer Service Excellence
- Negotiation Skills



Make today matter

Email uscm@up.ac.za
www.up.ac.za/business-management