

PRESS RELEASE



THE LOGISTICS FLOW.

STUDY EXAMINES EFFICIENCY OF RIO ECOSYSTEM

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- **Study by ITCL GmbH and TU Berlin on efficiency of RIO ecosystem**
- **Positive ratings for ease of implementation and flexible business model**
- **Initial efficiency gains in form of cost savings, greater utilisation of resources and improved service quality**

Hanover, Germany (21 September 2018) – RIO Essentials has been growing continuously since the Marketplace was launched in January 2018, with more than 2,000 customers now using its digital services. The International Transfer Center for Logistics (ITCL) GmbH and the Technical University of Berlin (TU Berlin) have conducted a study to examine the efficiency of the RIO ecosystem to date and to proactively collect feedback and development ideas from customers. The study shows that a number of users benefit from RIO's lower costs, increased utilisation of resources, and improvements in both service quality and safety.

ITCL GmbH and TU Berlin conducted a study together with users of the RIO platform. The aim: to independently and empirically investigate the value added by RIO in the customers' day-to-day operations. "This study was a very exciting project for us – we regard RIO's concept of interconnecting transport and logistics ecosystems as one that both provides a professional challenge and makes sense," says Prof Frank Straube of TU Berlin, who is also the founder of ITCL GmbH. "Alongside the efficiency, we also examined the implementation workflow – in particular, the efficiency of physical vehicle processes. Next, we could take logistics and network processes into consideration," Straube adds.

For the study, ITCL GmbH and TU Berlin surveyed both long- and short-haul forwarding agents. These primarily use RIO's services for positioning purposes, as well as to monitor vehicle handling. The most popular services for customers to order have been RIO Essentials and RIO Compliant. Dr Daniel Roy, a qualified engineer and member of the Management Team at ITCL GmbH, concludes: "RIO's users value the low level of effort required for implementation. The customers give positive ratings to the user-friendly interface, quick and straightforward user and vehicle registration, and option to order and deactivate individual services by the day." The efficiency of driver and vehicle processes was analysed based on interviews, which were initially conditioned by context of the services' short-term market availability at the time (and by the resulting availability of data). A preliminary trend can be identified from the qualitative survey. Specifically, a number of users listed cost reduction, utilisation of resources, service quality and safety as initial helpful aspects.

Good mid-term report and fresh thinking

The study also aims, 10 months after RIO went live, to encourage its expansion and progressive development in an even more targeted way based on customers' needs. RIO CEO Jan Kaumanns explains: "The customer is our most important stakeholder and is at the heart of our agile service development at RIO. So, for us, this study is an important benchmark: We can see that the customers welcome our open approach and have already managed to ease a number of burdens in their logistics processes thanks to RIO. We will now use the detailed customer feedback to optimise our existing services, as well as to develop new ones." RIO is already helping smaller logistics companies, in particular, to embrace the digital transformation. On the basis of the study's results, RIO is working on offering even more features, while working towards increasingly integrating the entire order processing workflow.

RIO press contact

Antonia Martens

Communications Manager

Phone: +49 (0) 171 8640 604

E-mail: Antonia.Martens@rio.cloud

www.rio.cloud



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About RIO: The TRATON Group has been providing an open, cloud-based solution for the entire transport and logistics ecosystem with its new digital brand RIO since 2017. RIO bundles digital services, interconnecting all the stakeholders in the supply chain for the first time through a unified information and application system that includes forecasting functionality. Historically it was often impossible to use data transparently in the transport industry because different stakeholders use different software systems that run as stand-alone solutions. RIO provides a shared solution which can therefore be used with any vehicle make. RIO won the 2017 Frost & Sullivan New Product Innovation Award in recognition of this technological innovation. RIO's innovation laboratory X-Lab was named top "Company Builder 2018" by Capital magazine.