

ZOHIO Creator

Low-code and cloud logistics software



**TRANSPORT
MICHIELS**

aziri 



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The company

Founded in 1982 by Boni Michiels, Transport Michiels (TMI) is an independent family-run business based in Belgium. They are among the leading providers of logistics solutions in the country (35th rank in Belgium).

The group has grown from just a single truck to over **200 trucks, 450 trailers, and over 30,000m² of warehouses in 40 years.**

They specialize in storing and transporting construction materials to building sites with self-loading capacity like cranes or truck-mounted forklifts. The group also transports food and feed in tautliners or refrigerated trailers and brings collected waste to recycling sites in open containers or walking floors.

Transport Michiels, together with Zoho Partner Aziri, developed a custom platform using Zoho Creator.

Read this ebook to see how the platform enables Transport Michiels to provide a seamless experience to its employees and customers.



The challenge



We had about 11 spreadsheets that were the backbone of our HR operations. Managing these sheets was a nightmare. Everyone had different versions, the sheets couldn't be accessed on the go, and they weren't scalable. We understood the need to digitize our operations, but we didn't want to turn into an IT company.

Filip Van De Veire

Head, ICT, administration & processes,
Transport Michiels



Due to a mix of new laws, ever-increasing traffic, low margins, and other operational challenges, companies competing in the logistics industry of Belgium need to be agile.

Most companies chose to build a fully staffed IT department to help them create solutions that would allow them to manage different aspects of the business. While this move helped the companies digitize their processes and introduce automation, it ate into its margins.

Transport Michiels, too, felt the need to digitize its operations, but it didn't want to become an IT company. Transport Michiels wanted to focus on logistics entirely and needed a solution that would not distract them.



Hans Conings
Partner, Aziri

The challenge that Transport Michiels is facing is a common one. Companies want to improve their efficiency by digitalizing and automating their processes, but find it exceeding hard to do with traditional development technologies. With Zoho Creator, we offer them an easy-to-use platform to do this in very short time without the need of a dedicated IT department.

The solution would help Transport Michiels:

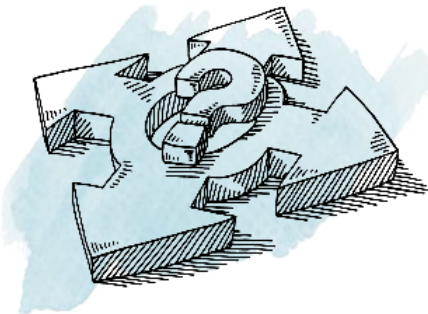


Improve efficiency: by automating processes



Digitize: from paper-based solutions and the use of spreadsheets

Make decisions: through financial and logistics data analytics and automated report building



The solution

Transport Michiels decided to reach out to Aziri, a Zoho Partner, who created a proof of concept for them on Zoho Creator—and they were immediately sold on the possibilities of the platform.

Using Zoho Creator, **Aziri created a tailor made HR management platform for Transport Michiels.**

The key use case for the group was straightforward: it wanted to digitize its operations.

TMI charted down the different processes within the organization they wanted to digitize and helped finalize the modules to be developed for the platform.

Marciano from Aziri helped develop the platform on Zoho Creator.



To analyze the needs of Transport Michiels, we sat together with the development team and Transport Michiels to define the business needs. Since TMI already did a great job on documenting the business processes, our Sprint 0 was focused on refining the requirements and technical implications on other systems.



Hans Conings

Partner, Aziri

Modules in the app:



Information module

This module contains the master data of Transport Michiels' staff (Name, age, address, date of birth, role in our company, etc). It also contains several sub-modules with extra information about employee training, certificates, medical tests, and more.



Absence module

After approval of the responsible manager, every absence is registered in this module. A calendar is created (widget) for each employee to visualize the absences. Each color corresponds to a certain type of absence.



Calendar module

Used to schedule training, medical tests, and more for the employees.



Timesheet module(s)

Driving times are extracted from Transport Michiels' truck's on board computer and automatically sent to the platform via API. Once a timesheet is submitted, the data is compared to the corresponding onboard computer data and adapted if necessary.

The application uses certain calculations & highlighting rules to facilitate this adaption process.

Subsequently, the timesheets + absences are combined into a report that serves as input for Transport Michiels' salary calculations.



Coaching module

The planning of Transport Michiels' driver's coach is made in this module. After each coaching, a summary + remarks/ feedback of the session are registered here.



Special features

The flow where a user can export the data from the truck's board computer, compare it to the timesheets from the application and generate an export for the payroll accounting, stands out. I think this is a good example of how integrations between systems and automating workflows can reduce the manual work tremendously.

Hans Conings, Partner, Aziri



Tachograph integration

A **tachograph is a device that registers driving and rest periods, the speed, and the distance traveled in a truck**. It is used in road transport to check whether drivers comply with the rules regarding driving and rest periods.

Aziri integrated Transport Michiels' custom platform with the tachograph system used in their trucks. The system pushes data to Transport Michiels' servers where the Creator-based platform records it against each driver/truck. The integration helped Transport Michiels create a real-time dashboard on the driver/truck activity and helped record each driver's working hours.



Payroll accounting

In Belgium, employees are usually entitled to 4 weeks' leave a year. This leave gives entitlement to holiday pay.

However, **the calculation of the number of days' leave and holiday pay is complex**. There are dedicated companies that help businesses manage payroll accounting. These companies need data such as employee working hours, when did they work (day/night), overtime, and more. The Creator-based application pulls in data from multiple sources within the company and creates a spreadsheet that contains these necessary data for each employee.



You can easily extend the feature set offered by your Creator application, as the platform allows custom widgets to make the specific functionality you need. For TMI, we created a widget that shows a year overview of the employees' calendar.



Hans Conings

Partner, Aziri

Benefits and future plans

Transport Michiels saw many immediate benefits with the Creator-based application. Benefits such as:



Centralized data

The platform collected data from multiple sources into itself. The management only needs to see a couple of dashboards to stay up-to-date with the company's operations. Since Creator is cloud-based, the data is updated automatically and staff doesn't need to maintain tens of spreadsheets or worry if the sheet is up-to-date.



Integrations

The platform links together with other systems

and software used at Transport Michiels. Such as the truck tachometers, and more. The platform is capable of both pushing and pulling information with these integrations.



Superior UX

Platform offers **clean UI**. This makes it very easy for the end-users to quickly use the application to access or input data.



Scalable & flexible

Creator enables people from all backgrounds to develop applications. This helps employees at Transport Michiels develop extra applications/features in the platform in-house, without the need of going to a dedicated developer.



Transport Michiels is using the Zoho Creator platform in the best possible way. As Creator partner, we've guided and trained TMI while we were building the first application. Since the first application is ready and live, TMI is in the lead on the future development. They are making changes to current applications and building new ones every week. Aziri's role has moved from a developer and trainer to advisor.



Hans Conings

Partner, Aziri



Future plans

Transport Michiels plans to further digitize its operations in order to gain process efficiency and reduce costs.

Digitalising (and automating) our admin processes will be vital in allowing ourselves to keep growing and to sustain efficiency and profitability in that growing process.

By doing this, Transport Michiels will be able to offer more information faster to its customers (and thus offer a better service).



The flexibility in serving our customers has always been one of our most important USPs. We need to make sure that (with the constant growth we undergo as a company) we can keep supporting this flexibility from a back-office point of view.



Filip Van De Veire

Head, ICT,
administration & processes, Transport
Michiels

About Aziri

Aziri is a Zoho Partner based out of Belgium. They offer services, such as Zoho implementation, platform training, and Zoho app extension building for their customers across the globe.

Learn more about Aziri: <https://aziri.eu>



About Zoho Creator

Running a business is no mean feat, and we believe we can help. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of prebuilt apps and modify them. The best part? You don't have to be a programmer. Just signup, pick a plan, and start building!





ZOH Creator

www.zoho.com/creator

We'd love to talk! Reach out to us:
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