



LTH LOGISTICS CUTS COSTS WITH LOGISTICS MANAGEMENT SYSTEM

Chemical Logistics requires absolute control over every step in the process. This includes the packing, storage, and transportation of chemical and petrochemical goods. LTH Logistics has been in the chemical logistics business for over four decades now and the company has never experienced an incident that would jeopardize the safety of its staff or the public, thanks to a comprehensive safety management system and a commitment to upholding health and environmental standards. Founded in 1975,

LTH Logistics pioneered the transportation of liquid chemicals in road tankers and iso-tanks between Singapore and Malaysia. Today, the company specializes in storing and transporting hazardous and non-hazardous chemicals and petrochemical goods, and transferring chemicals from bulk-storage tanks into drums and small packs. It also provides freight and logistics management, trade documentation, and port services. With new offices opening in Indonesia and Thailand, LTH Logistics needed an integrated system to oversee warehouse management and transportation services in these two countries as well as its core markets in Malaysia and Singapore. In 2005, the company implemented Symphony Warehouse, Transport and Order Management System.

LOWER COST OF BUSINESS WITH ONE INTEGRATED SYSTEM

LTH Logistics enjoys a lower cost of business with the implementation of Symphony WMS for their chemical Management of Drums Classification, such as Empty, Partial, Filled and Slop. The WMS also manages multiple types of drums, classifying them into New, Recon, or any other types that can be defined according to description. The workflow can also define a dedicated area to "Hold" partial drums for further drumming process.

The workforce efficiency has improved due to the leveraging of barcode scanning capability to perform Drumming and Re-Drumming Capability, with breakdown of product attributes. This also includes the documentation of ISO Receipt Advice, Drum Filling Instruction, Drum Filling Advice). Further, all drums are tracked based on Drums Usage and Tank Status, In adherence to Chemical Authority Safety

regulations and governance, Symphony WMS enables LTH to manage Definable Chemical Authority, where the system tags the chemical the relevant chemical authority with max volume and set an alert when chemical exceeds max level. Furthermore, the system enables warehouse supervisors to pre-plan the Chemical Governance Rules for the warehouse. As for their transportation business,

LTH Logistics implemented Symphony TMS to manage container haulage and loose-cargo distribution routes. LTH Logistics cuts maintenance costs and deployment time with this consolidated system in Symphony. The company only needs to upgrade a single instance of its database and applications, because the platform was designed to support multiple sites from a single location. New sites can be brought online quickly and easily, even when different languages are involved. This consolidated system enhances LTH Logistics capability to expand from the company's four operating locations in Malaysia, two in Indonesia, and two in Thailand, in addition to its Singapore headquarters. These offices to Symphony to access the core business applications, eliminating the need for separate installations. Symphony is centrally managed from the Singapore office, reducing technical support costs.

TOTAL CONTROL OVER CHEMICAL WAREHOUSE AND TRANSPORT SERVICES

LTH Logistics offers customers a complete chemical logistics service, from packing to delivery and storage. Symphony manages the warehousing, container haulage, and loose-cargo distribution, managing the locations where goods are delivered to multiple locations along a specified route. Previously the company managed their warehouse and transportation in separately in Silo, this resulted in a mass of information that needed to be manually reconciled to track and bill storage, haulage, and distribution services for a single customer. By running the Symphony on a single platform, LTH Logistics eliminated the need for double data entry. It also improved the quality of information and empowered staff to monitor

every stage of the storage and delivery process, from the moment an order is received to the point of final delivery.

This integrated logistics solution is especially useful for fulfilling the one-stop shop service that LTH Logistics offers to customers who need to store and transport goods between Malaysia and Singapore. The order may start with the pick-up of goods or chemicals from the customer's manufacturing centre in Malaysia and end when they are delivered to a warehouse or factory in Singapore. The transport planner in the Malaysian office manages the Malaysian leg of the route, while the Singaporean transport planner is responsible for the goods once they arrive in Singapore.

"WE RECEIVED VERY POSITIVE FEEDBACK ABOUT THIS SERVICE."

A single integrated system allows users in the two offices to plan their respective transportation routes while collaborating across the entire project. "When a customer wants to know the status of a particular delivery, staff in either the Malaysian or Singaporean office can login to the system and answer their questions immediately. It's a real boost to customer service and internal efficiency." Authorized customers can also login to the Symphony Business Intelligence to gain information on their logistics and inventory records at any time. "Customers appreciate the extra level of transparency," said Lin. "We received very positive feedback about this service."

INTEGRATED SERVICES BILLING & COMPLIANCE REPORTS

Symphony gave LTH Logistics the capability to generate a single bill listing all the services provided to a customer. If the company had continued managing the warehousing, haulage, and loose cargo distribution separately, The integrated warehouse and transportation management systems enabled LTH Logistics to provide customers with an invoice that incorporates fees for packing, container haulage, delivery, and warehousing. Integrated service billing means less work and more clarity for our customers. They can instantly see the cost of each service so there are fewer uncertainties about the final charge. The company now uses Symphony to generate compliance reporting functionality into the warehouse and transportation management systems to make it easier for LTH Logistics to adhere to governmental requirements. Symphony helps the company maintain tight control over their operations, ensuring our safety record remains incident-free.

