

# INFORMATION SYSTEMS

**One of the main premises of Wilson, Sons Logística is the continued development of information systems, whether by in-house development or from market suppliers.**

The Wilson, Sons Information systems are entirely integrated in Oracle language, presenting flexibility without an excessive customization burden, supporting operational design demands developed by the projects team and offering subsidy to the excellence of our service rendering.

**With gain well adjusted systems, entire logistics projects can obtain more**

The area of the Wilson, Sons Group responsible for IT (Information Technology) projects plays a most important role in schematic development of the Group. Greater support is scheduled for development of systems moulded to client's needs - incorporated in the last few years.

This area has a strategic importance for Wilson, Sons. Information Technology assures us of substantial advances for product distribution, raw materials receiving, storage optimization and freight management operations.

"IT" is always a distinguishing factor for logistics operators. Currently, the operator can resort to off-the-shelf products, but when dealing with strategic points of a project, the best result is always obtained by internal development of the system to be implemented. Maintenance of a software development unit is, therefore, a prerequisite for competitive logistics operations.

Over the last few years, all new logistics area projects assumed by the Group have received software built up by our IT units. A good portion of the competitive edge and productivity of a logistics operation can happen by virtue of custom-built software utilization. Economic gains of an operation may indeed be derived from material aspects (means of transport, well-constructed storage facilities), but such gains can be increased if the software involved knows how to get the maximum benefit possible from an operation.

Wilson, Sons Logística can see the need for investment in building up systems that fit perfectly the operations of each client. One of the tools that has received a lot of effort by our IT personnel is the Warehouse Management System (WMS), an operational support system for storage space management. The software now operated in an Oracle data base environment.

Another system of great importance to operations is the Transport Management System (TMS). The IT division of Wilson, Sons has also developed a system called TMS Express. For freight management Wilson, Sons uses a method known as "GKO Frete".

Logistics management receives its basic support by the management of information. Information must always circulate faster than the goods. To handle this control, Wilson, Sons uses Electronic Data Interchange (EDI) for exchanging files with clients.



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## Know more about the main technologies used:

### Linking Subsidiaries

To guarantee agility in decision-making operations, all of the Wilson, Sons subsidiaries are linked up by means of a data and voice communications network, which allows the exchange of information on line. This structure guaranteed standardization and agility of the operations and enable daily monitoring of the entire cycle of services rendered and answers on request for process status.

### Wilson, On Line

With the same degree of security, information is available on the internet, on request, ranging from the stock situation of a given product in the warehouse to the tracking of distribution.

### Warehouse Management System (WMS)

For management of its various storage areas, Wilson, Sons Logística use the WMS system, linked up to bar-code software and to high frequency radio. This solution can also be integrated with the client's system, thereby guaranteeing agility and security in storage processes and accuracy in product stocks under the care and attention of Wilson, Sons Logística.

The Warehouse Management System also logs all receiving and handling events and those concerning products and orders in the storage areas.

The system also records the location of inventoried items. It has the capacity to manage all critical processes in the warehouse and, at the same time, serves as a important support to the diverse concepts of transport and distribution (planning, time control, transport capacity management, communications with customs and other authorities).

It offers resources for storage, handling and distribution and can be coordinated for different type of flow.

### Main Functions

- » Goods receiving process with blind inspections and pallet identification.
- » Automatic or manual addressing of pallets in the reception process.
- » Control of physical quantities of goods by storage location.
- » Control of accountable amounts of goods placed to meet with legal "Armazém Geral" (General Stores) requirements.
- » Generation of separating and sorting processes by groups of Invoices, using selection criteria such as preferential clients, despatch forecast dates, etc.
- » Generation of separating and sorting processes by individual invoice or by consolidated cargo.
- » Blind inspection of goods for despatch.
- » Packing list processing of Invoices separated for each vehicle.
- » Automatic Issue of invoices for legal purposes ("Armazém

### See-able Solutions

The implementation of the Data Base Integration Project for all Wilson, Sons Logística information systems, consolidates logistics information, providing the client with an integrated vision.

### Integration with clients

To guarantee reliability and security of information, Wilson, Sons Logística integrates its systems with the software of its clients and its suppliers. Various

#### Transport Management System (TMS)

Mainly for road transport management, performance, monitoring and control of activities related to collection and delivery of goods, whether consolidated or not in containers, issue of documents, tracking the fleet and the goods.

#### Main Functions

- » Control and registration of Transport Orders
- » Issue of Collection Orders and CTCR (Conhecimento de Transporte Rodoviário de Cargas = Bill of Lading)
- » Traceability
- » Billing
- » Performance Indicators

### GKO

The system checks whether or not the value charged for transporting the goods is within the amount combined. In addition to this freight audit and operation support facility, we can track delivery of the goods right up to the final destination and, thereby assess the performance of the hired transporter. It is one of the few items of software bought out.

#### Main Functions

- » Facility of freight calculations for consolidation or simulation purposes.
- » Assessment of quality of third party transport services.
- » Operational and Management charts and reports.
- » Integration of corporative systems with transporters.
- » Use of e-mail and Internet.
- » Compatible with most data base systems available.



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## TMS -Express

A system of following up express deliveries by motorcycle. It is used as a tool for controlling urban deliveries by motorbike. The software has, therefore, a fundamental importance for the quality of after-sales service to the client.

### Main Functions

- » Records the documents to be delivered immediately after issue
- » Records the times of conclusion of each stage from document issue, then goods » segregation, transport itinerary, delivery to the client, return of the delivery boy and, finally, registration of the time noted on the receipt protocol by the client
- » Monitoring of each delivery by periods of time, comparing the result with the time limit established for each region
- » Issue of management reports concerning the performance of the delivery boy and the motorbike operation as a percent of deliveries within a determined period

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