

# VRGO



## IFS SmartFreight® Case Study

**"It is really nice to have a working system installed that can be used from day one"**

Gerhardt Theron  
(Managing Member)

**"This system is wonderful. It has eliminated all the waybill handwriting errors we used to have as well as providing tracking information for operations and for our clients. The system has provided the efficiencies we needed to expand the business"**

Andre Prinsloo  
(International Operations)

Address  
Level 5, Cento Building,  
Bella Rosa Village, Durban Road,  
Durbanville 7550

[www.virgologistics.co.za](http://www.virgologistics.co.za)

### Summary

**Key Objective:** To provide clients with a despatch system and full consignment tracking and visibility.

**Key Achievement:** Reduced customer queries.

**Industry:** Freight company.

**Solution:** IFS SmartFreight® Professional, SmartFreight® Express and SmartFreight® Tracker for Transport.

**Provider:** Interactive Freight Systems—South Africa



### Client Overview

Virgo Logistics provides a comprehensive door to door service for all consignments to and from anywhere in the world and throughout South Africa. They professionally process consignments, irrespective of size or weight, by air, sea or road.

Virgo Logistics aim to provide customer service with core values being integrity and honesty. Established in 2004, Virgo Logistics enjoy membership with the South African Association of Freight Forwarders, WWPC Network and SA Business Hub.

### Objectives

- The ability to provide clients with a despatch system, allowing them to choose the type of service (and price) required when freighting goods together with the automatic printing of labels and waybills.
- Bringing down the number of customer queries.
- Provide consignment information in one central platform for easy retrieval and query resolution.
- Reporting flexibility.
- Freight visibility including a Parcel Tracking portal providing customers, staff and shipping clients full visibility of consignment tracking events.
- Delivery in Full and On Time reporting.

### Solution

- IFS SmartFreight® Professional and distributed IFS SmartFreight® Express with SmartFreight® Tracker for Transport

### Achievements

- Clients have an easy to use despatch system recording all details of every manifest.
- Customer queries have been reduced dramatically.
- Parcels are tracked by staff and customers alike in real time.
- Reporting has been simplified and is comprehensive.
- Waybill errors have been eliminated.



**SMARTFREIGHT.COM**

Tel + 27 11 431 0295

**SALES@ZA.SMARTFREIGHT.COM**

Australia | New Zealand | United Kingdom | Ireland  
South Africa | China | Singapore | Hong Kong | USA