

Press release

Gebrüder Weiss launches ETA

Know when your order is coming: The logistics expert extends its digital service range by calculating the Estimated Time of Arrival in real time / Digital strategy: “Best of Both Worlds”

Lauterach, May 18, 2020. When will my shipment arrive? With immediate effect, Gebrüder Weiss can offer its customers an even more precise answer to this question. With effect from today, the logistics company launches its ETA – [Estimated Time of Arrival](#) – service. Depending on the traffic situation, Gebrüder Weiss continuously re-calculates the estimated time of arrival of any shipment. In the final delivery, the time of arrival is narrowed down to a two-hour window. Customers can track the dispatching process online, including the estimated time of arrival of their shipments. Gebrüder Weiss offers this digital service for groupage freight in all places where the company also takes care of final delivery. GW has a comprehensive network of company-owned land transport locations between Basel in the West and the Georgian capital Tbilisi in the East.

Digital strategy: “Best of Both Worlds”

The launch of the ETA function is part of the digital strategy of Gebrüder Weiss. According to official statements by the company, Gebrüder Weiss has set a lot in motion over the past years to further extend its digital know-how. The strategic goal of the company is to offer an ideal combination of physical performance and digital tools. “In this way, we distinguish ourselves clearly from the purely digital newcomers in the market: they may be delivering digital usability, but without any assets of their own their capacity to act is limited, as the current coronavirus situation points out,” says Jürgen Bauer, member of the Management Board of Gebrüder Weiss. The company refers to this combined approach as the “Best of Both Worlds”. Or, in the style of the claim “GW moves”: #WeMoveSmarter. “We are combining operational excellence with digital expertise, thus creating additional benefits for our customers,” Jürgen Bauer comments the hashtag.

In the coming months, the company is going to launch more digital services. The myGW customer portal that provides the framework for the individual features will be launched officially in the course of the year.



Caption: By indicating the estimated time of arrival (ETA) of shipments, Gebrüder Weiss offers even more planning reliability to its customers. (Source: Gebrüder Weiss / Marcel Hagen).



Caption: Jürgen Bauer, member of the management board at Gebrüder Weiss (Source: Gebrüder Weiss / Gnaudschun).

About Gebrüder Weiss

With over 7,300 employees, 150 company-owned locations and a provisional annual turnover of 1.7 billion euros (2019), Gebrüder Weiss is one of the leading transport and logistics companies in Europe. In addition to its core business of land transport, air & sea freight, and logistics, the company operates a number of highly specialized industry solutions and subsidiaries under the umbrella of Gebrüder Weiss Holding AG, based in Lauterach (Austria) – including the logistics consultancy firm x|vise, tectraxx (industry specialist for hi-tech businesses), dicall (communications solutions, market research, training), Rail Cargo (railway transports), and the Gebrüder Weiss parcel service GWP, co-shareholder of the Austrian company DPD. This bundling of services allows the corporate group to respond to customer needs quickly and flexibly. Today, having implemented a variety of environmental, economic and social initiatives, the family-run company with a 500-year history is also considered a pioneer in sustainable business practices.

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