

## Press release

### **Gebrüder Weiss launches myGW customer portal**

#### **Digital customer experience across all business areas with real-time information**

**Lauterach, September 22, 2020.** myGW is the new digital customer portal of Gebrüder Weiss. It is now available to all of the company's customers in Austria, Germany, Switzerland, the Czech Republic, Hungary, and Slovakia. With its myGW platform, Gebrüder Weiss covers the services of all business areas and, in doing so, would like to ensure that its customers have quick and easy access to the company at all times. This means that, from now on, all communications with the logistics service provider can be handled online. The portal has already been successfully tested by pilot customers since spring 2020. There are plans to roll it out in other countries in the near future.

“With myGW, we have created a digital platform through which we can provide our customers with real-time information about their flow of goods – for land transports, air and sea freight, and warehouse logistics. Not only does this ensure a maximum degree of transparency but also facilitates the flow of information throughout the entire supply chain,” says Wolfram Senger-Weiss, CEO of Gebrüder Weiss. “myGW also enables our customers to provide their own customers with information about the exact status of their consignments at all times. A huge advantage.”

During the development phase, particular emphasis was placed on ensuring usability, which means that we worked closely with customers. “Thanks to the support provided by our pilot customers, we have been able to hone the new portal to the needs of our users. Now that the pilot phase has been concluded, the portal can be used immediately by all users in a full and unrestricted way,” adds Wolfgang Brunner, Project Manager of the myGW customer portal. “myGW is intuitively designed, with customer feedback showing that the portal is very easy to use and understand. The resulting time savings represent an additional added value.”

## **Gebrüder Weiss's digital strategy: "The Best of Both Worlds"**

Launching the myGW customer portal represents another important step in the digitalization strategy of Gebrüder Weiss, which is described by Wolfram Senger-Weiss as follows: "We have over 150 locations around the world and rely on the abilities of more than 7,000 employees, meaning that we have a considerable amount of expertise in physically handling transport and logistics orders. We are now able to gradually complement this traditional expertise with new digital offers to enable an unparalleled level of customer satisfaction in the logistics business. With our commitment to operational and digital excellence, it is our aim to offer our customers the best of both worlds and to cement our position as a benchmark for quality in our industry."

Further information: <https://www.gw-world.com/mygw/>



**Caption:** With myGW, Gebrüder Weiss offers its customers a digital all-in-one solution. (Source: Gebrüder Weiss)

## **About Gebrüder Weiss**

With over 7,300 employees, 150 company-owned locations and an 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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