

Press release

Gebrüder Weiss: myGW customer portal is a success

Positive results after one year / Customers confirm: myGW is simple, fast and transparent

Lauterach, September 23, 2021. One year after the launch of its digital customer portal myGW, the logistics company Gebrüder Weiss sees it has been a resounding success. The online tool already has over 12,000 users in 18 countries, with the benefits brought by it confirmed in an internal satisfaction survey (rating: 4.5 out of a possible five stars). The simple, fast, and transparent form of communication was highlighted here in particular: a single account can be used around the clock to handle all matters relating to transport and logistics orders.

Wolfram Senger-Weiss, CEO of Gebrüder Weiss, sees the positive feedback from customers as confirmation that the right step was taken at the right time: “The coronavirus pandemic has changed so much in our usual working environment. myGW is our way of providing transparency and enhanced access to our customers. By allowing our customers to stay in the loop on our operations they can use this information to make informed decisions. By having flexible online access to all Gebrüder Weiss services, regardless of whether customers are working from home or in the office; they always have access to real-time information on when goods will be delivered (ETA). Our focus in the future will be on further developing the portal to support specific market and target group needs so we can continue adding value for our customers.”

The goal: Top performance from start to finish

The logistics company gave the go-ahead for myGW in September 2020, starting in Austria, Germany, Switzerland, the Czech Republic, Hungary and Slovakia. Other countries quickly followed, and the group-wide rollout is expected to be completed by the end of the year. Gebrüder Weiss describes the launch of its customer portal as an important step within its digitalization strategy; this aims to combine operational and digital best practices to maintain quality leadership in the logistics industry.

IMPORTANT NOTE: Videos and images can be found on our [Brand Newsroom](#)



Caption: The myGW customer portal impresses with its functionality, efficiency and transparency. This was confirmed in an internal satisfaction survey. (Source: Gebrüder Weiss)



Caption: Wolfram Senger-Weiss, Chair of the Gebrüder Weiss Management Board. (Source: Gebrüder Weiss / Gnaudschun).

About Gebrüder Weiss

With more than 7,400 employees, 170 company-owned locations and an annual turnover of 1.77 billion euros (2020), Gebrüder Weiss ranks among Europe's leading transport and logistics companies. 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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