



- **Tailor-made forklifts load zinc in Kokkola**
- **Vacon's logistics – optimising time and costs**
- **More warehouse space for Blomberg Stevedoring**
- **Waybill kiosks speed up processing at Stevena terminals**



Dear Reader

For Backman-Trummer, 2007 was another successful year. Our volumes grew and we concluded several significant partnership agreements. We also developed our services and invested in new warehouse facilities. All of this further strengthened our position as Finland's largest regional forwarder.

Our operations are based on a full-service concept. We offer our customers tailored logistics solutions for road, air and sea transport and various warehouse services, including bonded ware-

houses. We know our customers' businesses and needs and we can respond to them flexibly and efficiently. The advantages of a local presence are supplemented by our international network, which enables rapid links to all parts of the world.

Rising energy prices and general cost pressures pose long-term challenges for companies in practically all sectors. Cost-effectiveness is being increasingly sought from outsourcing. However, in logistics, especially terminal and warehouse services, the advantag-

es of outsourcing depend on information flows, their speed and reliability. Today we have the capacity necessary to integrate our information systems with those of our customers and partners. Solutions are always tailored to the wishes of the customer and the customer's confidentiality is respected.

Bernt Björkholm
Director
Freight Forwarding

Tailor-made forklifts expedite zinc loading in Kokkola



The manufacturer worked closely with the customer in designing the special forklifts.

Oy M. Rauanheimo Ab is responsible at Kokkola harbour for loading the Boliden zinc plant's products and for unloading zinc concentrate. Rauanheimo began working with the zinc plant in the 1990s. Its services have expanded over the years and today comprise three arriving or departing shiploads every week. The logistics process has also been developed to handle growing vol-

umes of cargo. Efficiency was further increased last year when tailor-made forklifts were acquired to load the ready zinc blocks.

The manufacturer and Rauanheimo worked closely with the customer in designing the forklifts. They have a loading capacity of 8 tonnes and a lifting height of 4 metres and feature a two-part mast, an integrated fork positioner

and an additional four-fork positioner. Thanks to these special solutions the number of trucks in the ship's hold could be minimized and handling of zinc products further integrated with the pace of other activity.

An effective solution

According to Joakim Laxåback, Rauanheimo's managing direc-

tor, the company has reached its targets with the forklifts. "We've achieved an increase in volume of between 20 and 30 tonnes per hour and the overall efficiency of loading has increased by nearly one-fifth," he explains. The process will be made even more efficient in the future according to Laxåback. "We're constantly on the lookout for new competitive solutions that add value in our

customer's logistics chain. As a specialist in stevedoring, forwarding, and warehousing, we can offer service entities that improve the competitiveness of our customers in their own sectors. By outsourcing logistics, our customers avoid extra investment and can concentrate on their core business," says Laxåback.

Zinc productions volumes on the increase

The sulphite zinc concentrate used as raw material by Boliden Kokkola Oy arrives in Kokkola from various parts of the world. The finished products, the largest of which weigh two tonnes, are mainly shipped to ports in Continental Europe. According to Kim Ventin, manager of Boliden Kokkola Oy's product office, an efficient loading process contributes to the plant's targets. "Stability and predictability are important factors in our sector. This requires reliable partners. Rauanheimo has long-term experience in unloading and loading our ships. They know our needs and are able to develop their operations to meet them," Ventin points out.

Vacon's logistics

optimising time and costs



Vacon frequency converters are already sold in more than 100 countries.



Marko Rännäli, manager for order handling and forwarding at Vacon, stresses constant development of the logistics process.

A listed company with headquarters in Vaasa, Finland, Vacon Oyj is known worldwide for the high standard of its frequency converters. Its products are sold in more than 100 countries and they are manufactured in Finland, China, the United States, and Italy. Networking and mass customisation are the cornerstones of Vacon's production and distribution process. Logistics are based on a precisely defined concept in which speed, reliability and cost-effectiveness are the key factors. Backman-Trummer has been one of Vacon's partners for more than a decade.

Backman-Trummer is one of two big logistics partners for Vacon's Vaasa plant. It is responsible for road transport of products throughout Europe and acts as forwarder for the Far East and North America. Transport to the Far East and North America is based on tripartite agreements between Vacon, the forwarding agent and airlines.

Continuous process development

Global operations involve long hauling distances. Customers expect quick delivery and competitive prices for products. The equation is a demanding one and requires a constant effort on the part of Vacon to hone its processes. "The frequency converter business is special in the sense that product prices decline from year to year. That's why we have to constantly

improve our cost structure. This also applies to logistics," explains Marko Rännäli, manager for order handling and forwarding at Vacon. These factors have to be weighed against schedules and the accuracy of deliveries. "Speed is our competitive advantage. We also insist that customers get their products at the agreed time. For this time window we naturally choose the most efficient transport solution based on total costs," says Rännäli.

Transparency is the goal

Every day products leave the Vacon plant for dozens of countries and materials arrive from all over the world. The volumes are huge and careful planning is required to manage them effectively. "Schedules make air freight the main intercontinental mode of transport. The other options are sea transport or a combination of both. We are always on the lookout for new routes and challenge our forwarders to do likewise. And we also try to maintain an open and transparent logistics process in which problems are identified and resolved together with partners," analyses Rännäli. "Over the years we have become accustomed to flexibility and straightforwardness with Backman-Trummer. Being a local forwarder, they are also able to offer us special solutions on short notice such as storage services and temporary facilities for operations," he says.

Nearly 4000 sq. m in new warehouse space for Blomberg Stevedoring

Blomberg Stevedoring's warehouse capacity will increase by nearly 4000 sq. metres when the company's latest building project is completed at the beginning of August. More than 20 metres in height, the building was brought to Vaskiluoto Harbour from Olkiluoto, where it has pro-

vided shelter from the weather at the nuclear power plant construction site. It served this purpose for 18 months until it was no longer needed due to progress in construction. Blomberg Stevedoring bid successfully for the building last spring and it was dismantled and transported to Vaasa by spe-

cial road transport. The foundation work was completed last autumn and the building was erected in March.

The warehouse is located along the entrance road leading to the Vaskiluoto Cargo Harbour. It is suited for diverse storage of unit

and bulk goods and will significantly ease Blomberg Stevedoring's growing need for warehouse space. After this latest expansion, Blomberg Stevedoring has some 40,000 square meters of covered storage space at 52 separate facilities.

Waybill kiosks – a new approach at Stevena terminals



Jyri Ruusumo, a driver for Koneurakointi Malinen Oy, sorts things out with Hanne-Marie Nurmi of Stevena. Ruusumo is pleased with the speed and efficiency of the new system.

At the end of last year, Stevena's Luonnonmaa terminal successfully converted to electronic data processing for truck drivers arriving or departing with goods. In connection with this change, the terminal's customer service personnel moved from the warehouses to Stevena's operational office in the main harbour of Naantali and now handle the service there remotely. The difference is not great, for

fast data transfer and video cameras enable interactive communication.

Fast service

In practice, the mobile control camera in the Luonnonmaa terminal area picks up trucks as they pass through the gate. Drivers go to the desk, just like they always have, except that

the desk is now an unmanned waybill kiosk. They contact the customer service personnel by video telephone and then handle matters face-to-face via the link. In the upper corner of the kiosk, there is a separate control camera that monitors operations and can provide assistance. The truck scales are also controlled remotely and in real time from the office in the main harbour. After loading the truck, the waybills are printed out on a networked printer at the kiosk, where drivers sign them and get their own copies. A Wlan link ensures promptness. Since there are no obstacles in the terrain, the link works perfectly despite a distance of nearly one kilometre between the terminal and the office.

Feedback from drivers on the kiosk has been positive. Service events are faster than they used to be; thanks to improved monitoring they can now be predicted. Also, all events are entered directly in the warehouse book-keeping program. Hand-written waybills are no longer needed. The system has made Stevena's operations more efficient since handling of orders and deliveries is now concentrated in one office. This enables more exact and real time contact with customers.

The system to expand

Thanks to the positive experience from the pilot project at Luonnonmaa, Stevena is now planning to expand the waybill kiosk system to its other facilities. The main harbour of Naantali will convert in the near future and the Uusikaupunki facility will introduce the system during the current year. At Uusikaupunki the physical distance is greater and this poses more of a challenge for the telecommunication lines.

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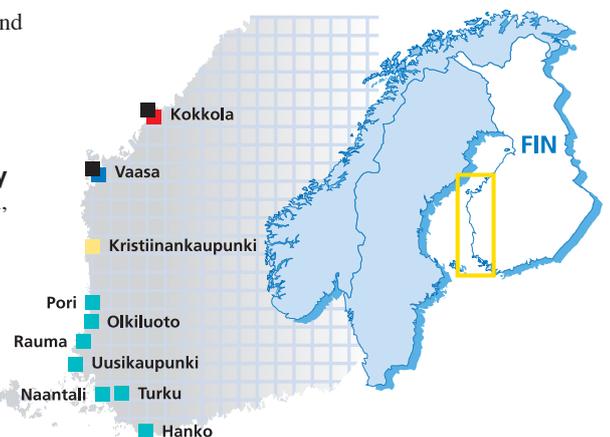
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