MURCHISON
DEFIBA
DEPÓSITOS FISCALES

Murchison DEFIBA Digitizes its Container and Port Services with MobiWork

Murchison DEFIBA is an Argentine company, dedicated to the provision of port services in Argentina and Uruguay. These typically include stowage, storage, transportation, distribution, coordination, consolidation and deconsolidation of containers in their Yards, Container Freight Stations (CFS) and Customs warehouses. They are always prepared for the consolidation and deconsolidation of loads, with a wide range of storage needs, plus a variety of cranes, forklifts, and other special equipment, among other services. They have over 100 years of quality experience in 120 employees that you can trust. Murchison DEFIBA is committed to have the greatest possible variety of elements and services necessary to operate cargo while making sure they have a modern fleet of equipment and adequate transfer loading centers.

Industry:
Logistics – Containers & Yard Management

Regions:
Argentina and Uruguay

Key facts:
- Over 100 years in business
- 120 Employees

Website:
murchisondefiba.com.ar

"Since using MobiWork, we have real-time visibility and complete traceability allowing us to oversee every step of the business, from anywhere at any time. As a result, we have experienced a 50% increase in overall productivity, and we expect that number to continue to grow."
– Mario Campos, Administrative and Customer Service Manager

Key Challenges: Operating Times and Low Visibility

At the beginning of 2018, they detected a specific need from their main clients that led them to look for agile alternatives to improve the operating times and processes that have an impact on their clients. Some challenges that they were facing included low visibility, long operating times, and absence of quick responses given to their clients.

Results: Instant Data Access, Complete Traceability, Automated Workflows and Increased Productivity

So far, MobiWork has brought Murchison DEFIBA agility and reliability in processes and data, as well as generating new improvement actions that they are working on. After the initial task of deconsolidation (breaking down a single shipment of cargo into several smaller shipments and processing those shipments for final inland delivery directly from the port of entry to a store or distribution center), it allowed them to advance on tasks regarding warehoused internal processes and operating processes. Every step during the workflow is now fully documented using MobiWork, allowing them to consistently collect and document accurate data so there is a considerably reduced margin for error or confusion. This includes taking pictures of the goods to know if there was any damage, noting the weight of the goods, capturing signatures, barcode scanning and geolocation. Thanks to MobiWork, advanced workflows automation capabilities (action items, MobiRules), each team knows exactly what actions need to be done at any given time.

They are now including the "Plazoleta" (yard) and Freight Sector for container tracking. **"With the tasks that we want to add to the platform until the end of the year, we will have a greater evaluation of the benefits we obtained."** Overall productivity increased a considerable amount to 50%. **"The data processing to evaluate operationally and inform administratively have been considerably reduced in what we have been handling for the orders we integrate, thanks to the incorporation of this technology."** MobiWork allows them to evaluate the processes more efficiently and keep the administrative area much more informed on what is being executed. In the last quarter, July to September, they had an average of 660 work orders per month. This number will grow as they continue to add tasks to the platform. **"There are many improvements from the sectors and users, which highlight the collection of data and times for evaluation."** The main improvement Murchison DEFIBA has experienced is having access to data instantly, at the same time that the events are happening, including any inconveniences that may arise. There is so much information that needs to make its way around internally, as well as answers for the queries of clients. They are also extremely impressed with the possibilities of linking MobiWork with several systems in the same processes, including ERP (custom development) and various ports software, and the flexibility to adapt to their specific needs.