



Exolgan Increases Work Volume by over 100% With MobiWork

Exolgan is the most important Container Terminal in Argentina and one of the most recognized in South America, located in Dock Sud, Avellaneda, Province of Buenos Aires, Argentina. It is part of the ITL Group, which in turn is part of the PSA Group. The modern conception of its layout and the integration of various value-added services makes this port terminal a unique Multimodal Operations Platform in the market. Their target market are SMEs and Corporations that import and export merchandise, such as MSC, Hapag-Lloyd, Maersk, Hamburg Sud, and many more. They concentrate more than 40% of the volume of containers in the Port of Buenos Aires. Over time, Exolgan has become strategic allies of their clients, building relationships based on trust and teamwork.

“MobiWork provided traceability and real-time registration of the complete cycle of operations. Having this traceability of operations and a complete record of them have been an added value to the service provided to our clients.”

– Guillermo Murphy, Responsible for Integration and Applications

Industry:

Logistics, Container Management

Regions:

Argentina

Key facts:

- More than 1,000 employees
- Close to 6,000 annual work orders

Website:

exolgan.itl.com.ar

Reseller: RendelIT

rendelit.com.ar

Key Challenges: Lack of Documentation, Informal Billing, Struggled to Take on New Clients

In 2020, Exolgan inaugurated a new integrated tax warehouse (DFI), which acts as the consolidation and deconsolidation center of the LPI group. It has 5040m² of covered warehouse and 3300m² semi-covered beach. What really pushed Exolgan to change the way they operate and implement MobiWork as their software solution were customer claims for lack of documentation that supports the service provided upon receipt of damaged goods. In addition, their billing calculations were informal and the company's auditing standards were not met. They were also limited to growth due to the challenge of not being capable of taking on new clients. Exolgan needed to have state-of-the-art technology in its new warehouse because it had greater control of all points in the logistics chain. That's when they discovered MobiWork! It helps their team of more than 1,000 employees every day complete their operations and work orders.

Results: Paperless, Real-Time Record of Documentation, Increased Clients and Work Volume

“At the start of implementation, the operator quickly and easily adapted to the use of the tool, and today we see the advantages of having a technical solution and eliminating the use of paper and spreadsheets.” There are many operations that MobiWork helps manage and control. These include the lowering of merchandise in the warehouse, consolidating deposit to containers, transferring containers, dismissal of partial load of containers and of loose cargo in fiscal deposit, full dismissals, and transfers to terminal. Their competitive advantage is achieved because of the integrated service that they provide, from the import and export of containers, management of empty containers, maintenance and repair of containers, storage in fiscal warehouses, and shipment to the end customer. With MobiWork, Exolgan is able to eliminate manual processes and the use of paper; have a real-time record of the operation, flow and billing controls that were usually omitted; incorporate state-of-the-art technologies in a new tax warehouse that was planned to open; and a portal for consulting the operation was developed for the end customer which was necessary to incorporate technology. The volume of work has progressively increased, reaching a total of 9,389 since 2020, with 5,150 being in the current year. Their flexibility to adapt to the different situations that arise on a daily basis encourages them to obtain the highest quality of service, using the best technology in the face of the logistical challenge. **“MobiWork provided traceability and real-time registration of the complete cycle of operations. Having this traceability of operations and a complete record of them have been an added value to the service provided to our clients.”**