

A white semi-truck is driving on a multi-lane highway that stretches into the distance. The sky is filled with vibrant orange and yellow clouds from a setting or rising sun. The landscape on either side of the road is hilly and covered in dry grass. The truck is positioned in the right lane, moving away from the viewer.

# **Driving Efficiency**

## **How Dstny transforms communication for Transport & Logistics**

**dstny**

# Seamless communication

## The backbone of Transport and Logistics

When it comes to transport and logistics, seamless communication is essential for maintaining efficiency, safety, and customer satisfaction. A breakdown in communication between dispatch, drivers, and customers can lead to delays, missed deliveries, and dissatisfied clients. That's why having a **reliable, real-time communication system is crucial**.

At Dstny, we recognize the unique challenges of this sector and have developed a tailored **cloud-based communication solution that keeps logistics companies connected at every stage** of their operations. Our technology ensures instant and uninterrupted communication between dispatch teams, drivers on the road, and customers awaiting deliveries. With the flexibility to connect via desk phones, mobile devices, or web phones, your teams—whether in warehouses, on the road, or at headquarters—can collaborate effortlessly.

The result? Smoother workflows, faster problem-solving, and enhanced customer experience.



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About Dstny

# The power of seamless communication in logistics

In transport and logistics, every second counts. Dstny's cloud-based solutions keep dispatch, drivers, and customers connected—minimizing delays and maximizing efficiency. Stay fast, reliable, and always in sync.



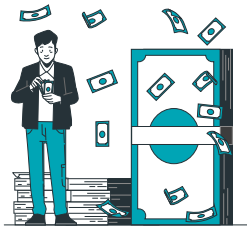
## Every moment counts

In logistics, precision and speed are everything. Coordinating deliveries, managing fleets, and handling unexpected disruptions all rely on quick decision-making. Every second matters.



## Keeping teams in sync

Reliable communication tools ensure that drivers, dispatchers, warehouse staff, and customer service teams stay connected. With seamless coordination, downtime is reduced, and overall efficiency improves.



## The cost of poor communication

Delayed or unclear communication can lead to inefficiencies, missed deadlines, and dissatisfied customers. When information doesn't flow smoothly, operations slow down, increasing costs and reducing reliability.



## Real-time updates - a necessity, not a luxury

Instant connectivity and smooth information flow aren't just advantages—they're essential for keeping logistics operations running smoothly. In a fast-moving industry, real-time communication makes all the difference.

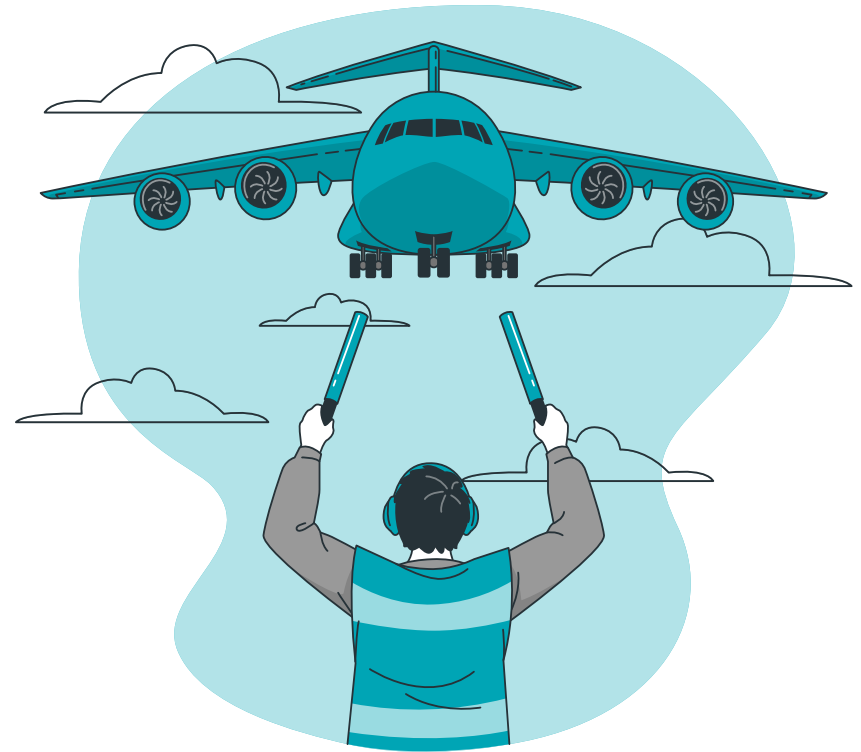


## How Dstny's cloud solution supports Transport and Logistics

Dstny's cloud-based communication platform is designed to support the mobile nature of the logistics sector. Our solution offers flexibility, allowing employees to choose the device that best suits their workflow:

- **Desk phone/IP phone:** Ideal for office-based teams managing dispatch, scheduling, and coordination.
- **Mobile phone:** A perfect fit for drivers and on-the-go employees who need to stay connected while in transit.
- **Webphone on a laptop:** A convenient option for remote workers or those switching between different locations.

By providing multiple device options, Dstny ensures that every employee remains connected, regardless of their location, helping logistics companies maintain smooth operations without communication breakdowns.



## Optimizing logistics communication with smart add-ons

For the transport and logistics sector, seamless communication is key to maintaining efficiency and customer satisfaction. While a reliable communication system forms the foundation, additional tools can take it to the next level. With Dstny's advanced add-ons—Analytics, MS Teams Integration, and CRM Connect—you can gain deeper insights, streamline collaboration, and enhance customer interactions. These solutions ensure that every call, message, and data point contributes to a more connected, efficient, and customer-focused logistics operation.



### Gain insights with Dstny Analytics

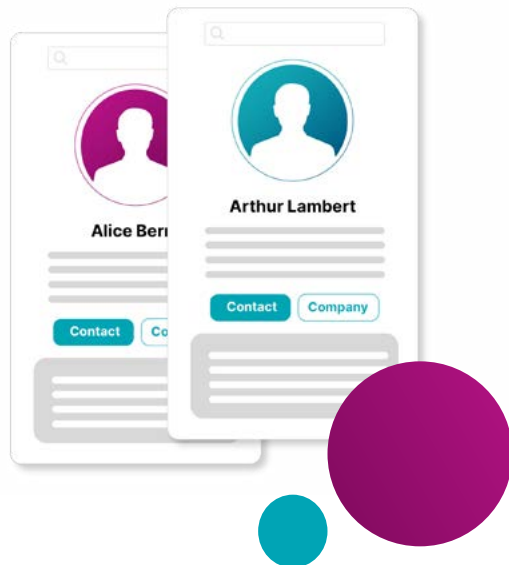
Efficient logistics require more than just connectivity—it requires visibility. With Dstny Analytics, businesses gain valuable insights into their communication patterns, helping them make informed decisions.

Our analytics tool provides data on call volumes, response times, and communication trends, allowing logistics companies to identify inefficiencies, enhance customer service, and optimize internal workflows. By leveraging data-driven insights, businesses can improve operational efficiency and ensure that communication remains a competitive advantage.



### **Streamlining communication with MS Teams integration**

To further simplify and unify communication, Dstny offers seamless integration with Microsoft Teams. This integration consolidates your voice channels into one familiar interface, making it easier for teams to collaborate and share information. Whether handling customer inquiries, coordinating logistics, or managing internal communications, employees can access voice functionalities within MS Teams, eliminating the need to switch between multiple platforms. This enhances productivity, reduces communication silos, and ensures that crucial information is always accessible.



### **Enhancing customer experience with CRM integration**

Customer experience is just as critical as operational efficiency. Customers expect real-time updates, seamless communication, and quick resolutions to their inquiries.

Integrating your communication system with a CRM ensures that your team has instant access to customer data, order history, and previous interactions—allowing for more personalized and efficient service.

## How Ninatrans transformed communication with Dstny

Ninatrans, a third-generation family business specializing in national and international transport, faced communication challenges as it expanded. The acquisition of TransMet introduced additional complexities, with outdated systems hindering seamless collaboration between customers, drivers, and dispatchers.

Dstny provided the solution: a fully integrated cloud-based telephony platform that enhances both accessibility and management. With fixed-mobile integration, drivers remain reachable on their business number via mobile while keeping their personal number private—ensuring a better work-life balance. Alternatively, companies can route driver calls through the central business number for a more unified communication approach.

Through the MyDstny portal, Ninatrans can easily manage call flows and onboard new users, tailoring communication to each role. Moving to the cloud has also eased the burden on the IT team, with automatic updates and maintenance.

*“We needed a future-proof solution to support our growth and efficiency—Dstny provided exactly that.”*

— **Benny Smets, CEO of Ninatrans**





# The future of Transport & Logistics

## Staying connected in a changing industry

The logistics industry is evolving rapidly, with digitalization, automation, and sustainability shaping the future. As businesses embrace AI-driven route optimization, IoT-powered tracking, and on-demand logistics, the need for seamless communication has never been greater.

Cloud-based communication ensures that teams stay connected - whether in offices, warehouses, or on the road - allowing for real-time coordination and data-driven decision-making. Mobile-first solutions enable instant updates between dispatch, drivers, and customers, improving efficiency and customer satisfaction. At the same time, CRM and analytics integrations help businesses optimize workflows and enhance service quality.

As the demand for speed, flexibility, and sustainability grows, logistics companies need communication tools that can keep up. With Dstny's solutions, businesses can adapt, streamline operations, and stay ahead in a fast-moving industry.



## About Dstny

At Dstny, we pride ourselves on our extensive expertise in local markets across Europe, with offices strategically located to serve our clients' diverse needs. Our team of experts is dedicated to helping your company enhance collaboration and elevate customer care through our innovative communication solutions. We would love to demonstrate how our services can transform your business and drive success. Contact us to learn more about how Dstny can support your needs within the Transport & Logistics sector.



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