



Companies at the chemical park



+10.000

Shunting Movements



1.100

Users



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# InfraServ GmbH & Co. Gendorf KG (ISG)

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## Contact Person

Upon Request

## Industry

Chemical Park Operator

## Services Provided

Project Management, Consulting, Software  
Implementation, Training, System Integration,  
Service & Support

## Customer Since

2017

## Products used

zedas®cargo Shunting & zedas®cargo Rail Hub

## Initial Situation

InfraServ GmbH & Co. Gendorf KG operates the Gendorf Chemical Park, the largest chemical park in Bavaria, covering almost 200 hectares and hosting more than 30 companies across various industrial sectors. As the site operator, InfraServ Gendorf is also responsible for the in-plant shunting operations.

Due to high traffic volumes and complex material flows, the company sought a modern shunting software solution that would ensure optimal utilisation of the railway infrastructure, smooth and transparent logistics processes, real-time visibility of wagon locations.

The goal was a unified digital process chain connecting all internal and external parties involved in the shunting workflow.

## Challenges

InfraServ Gendorf identified four central operational problem areas prior to the project:

- **Capacity Challenges:** Missing resource checks during order acceptance, workload peaks ahead of train departures and coordination conflicts with customers over agreed shunting windows
- **Limited Transparency:** Insufficient visibility of track occupancy, wagon dwell times, real-time positions and dangerous goods; high search effort and difficulty enforcing FIFO.
- **Operational Inefficiencies:** Manual prioritisation and shunting order decisions causing suboptimal processes; late detection of overweight wagons resulting in avoidable re-shunting
- **Incomplete & costly billing:** Missing or incorrect performance data due to manual entry; complex billing rules increasing administrative effort for documentation and customer proof

## Solution

InfraServ Gendorf selected the next generation of zedas® cargo to digitalise and standardise all shunting-related processes. The solution provides complete digital support for the arrival, validation and processing of train pre-advise data, automated generation and checking of wagon master data and guided workflows for wagon inspection and weighing.

All operational steps — from arrival through breakdown, staging, delivery and pickup — are mapped digitally in a unified system. The zedas® cargo Rail Hub enables seamless collaboration with the on-site companies, while mobile applications support dispatchers and shunting personnel directly in the field. The system is operated in the InfraServ Gendorf data centre and provides SAP-compatible data exports for billing workflows.

All internal and external participants are integrated via the zedas® cargo Rail Hub platform. Mobile applications support dispatchers and shunting personnel directly on site. Through an interface with DB Cargo, train and wagon data are exchanged automatically, while the integration with SAP enables fast and transparent invoicing.

## Result

With zedas® cargo, InfraServ Gendorf benefits from a fully digitalised and transparent shunting operation, enabling real-time visibility of wagon movements, efficient collaboration between all involved parties and more reliable workflows overall. Capacity bottlenecks are reduced through improved planning, while automated documentation and data export significantly simplify service billing and strengthen the stability of logistics processes across the entire chemical park.

## Implemented Business Processes

- ✓ Digital handling of train arrival, wagon inspection and weighing
- ✓ Automated master data creation and validation for all wagons
- ✓ Digital management of delivery and pickup orders for site customers
- ✓ Mobile execution of shunting tasks across the entire site
- ✓ SAP-compatible export of performance data for billing workflows

