











Details about Digitrack

“100% claim mitigation”

proprietary & confidential Digilo GmbH

The problem: warehouse traceability

Customers expect full transparency.
However, warehouse opearations often lack a single source of truth for their physical processes.

This leads to **countless disputes, wasted search time and expensive claims.**



No visibility = No proof
Warehouses lack clear evidence of what really happened at every process step.



Investigations waste hours
Teams need to manually search WMS data, and CCTV footage - without a unified source of truth.



Claims keep increasing:
Without visual evidence, disputes over damages, miss-loads, or missing goods become expensive.

The solution: Digitrack



Traceability for every warehouse event

Digitrack ensures complete traceability for every warehouse event. Video evidence stops arguments, clarifies errors, and helps correct issues.



Fast search and reporting

Our search software lets you instantly find all relevant images and generate a clear report in just a few clicks.



Fewer false claims, fewer payouts

Because every case is backed by objective video evidence, false claims no longer get paid out. As a result people stop trying, and the only claims you receive are the legitimate ones.



Flexible camera setup

We can reuse your existing CCTV cameras or install new ones. Our unique mobile solutions mounted on forklifts are particularly valuable to fully document an item's journey.

How does Digitrack work?



WMS

ERP

Scan data (manual/automatic scans) are saved





milestone

Camera footage is saved



Server in your infrastructure

Evidence search:

The Digitrack software matches the scan data with the relevant footage when a user looks for a special event



Digitrack

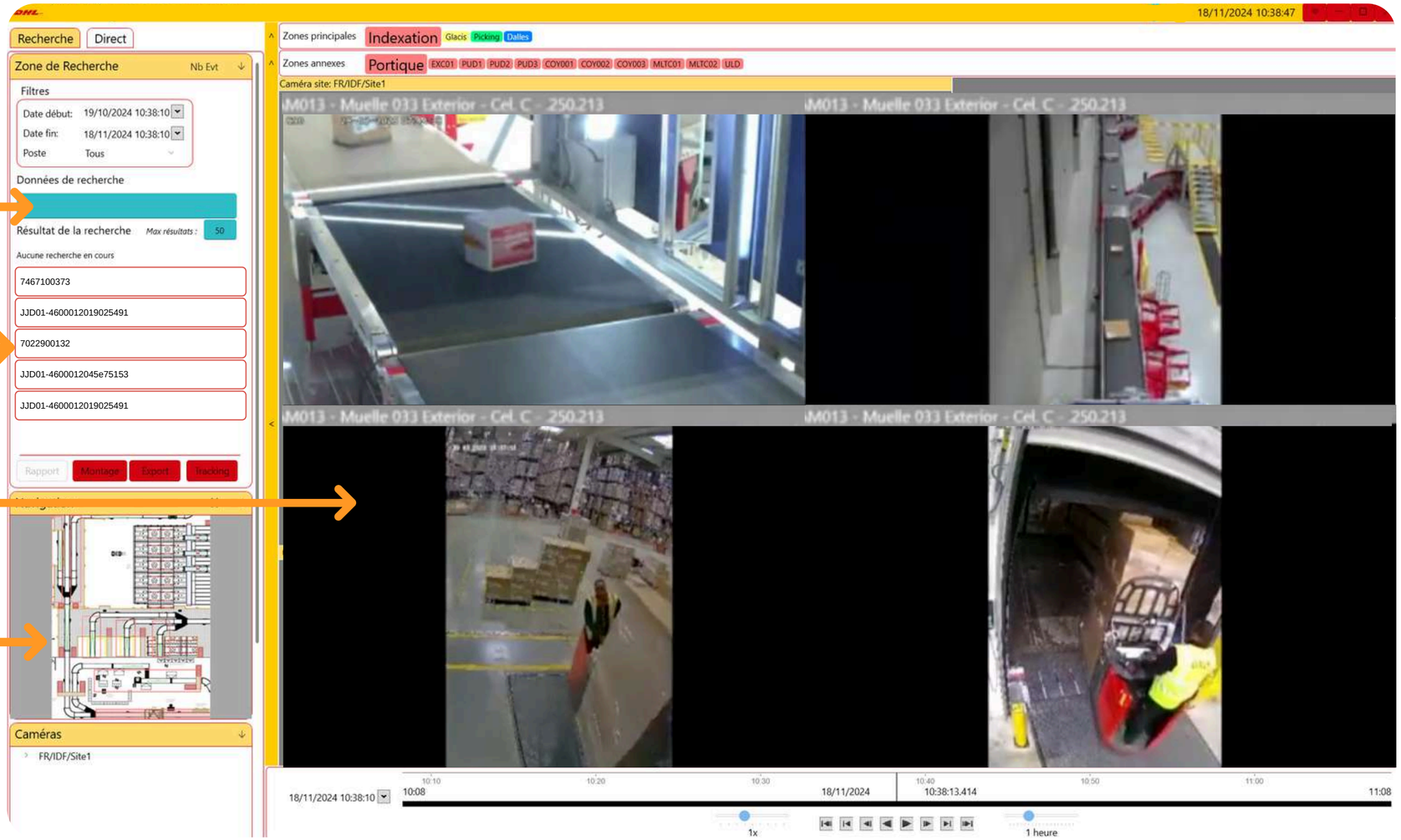
Digitrack search software

Input parcel number

Search results

Corresponding images

Interactive warehouse map

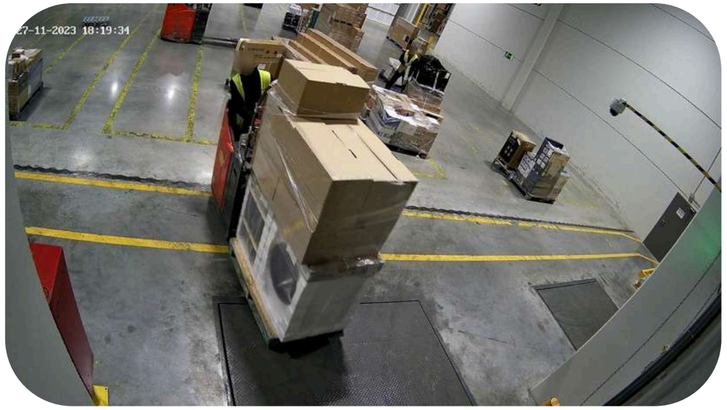


See Digitrack in action



WATCH VIDEOS

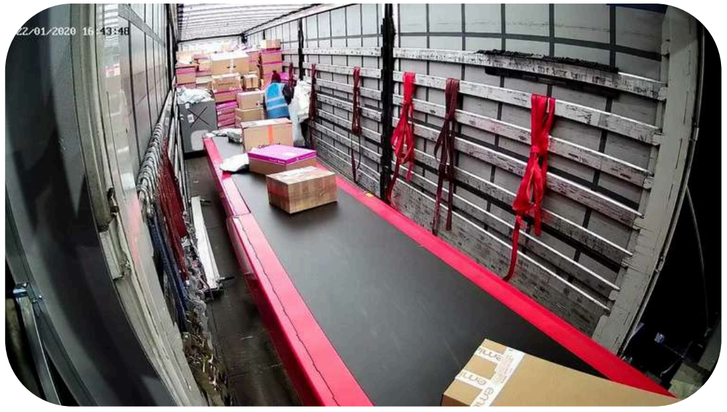
Digitrack loading/unloading process



Cameras at the gate (inside warehouse)



Cameras for gate area



Cameras at the gate (inside truck/container)

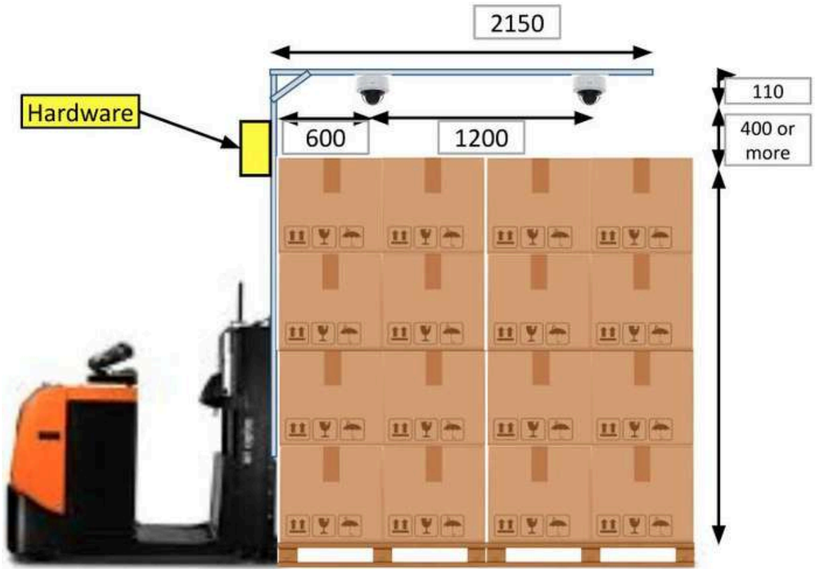


Cameras on forklifts

Digitrack picking process (man-to-goods)

Single forks





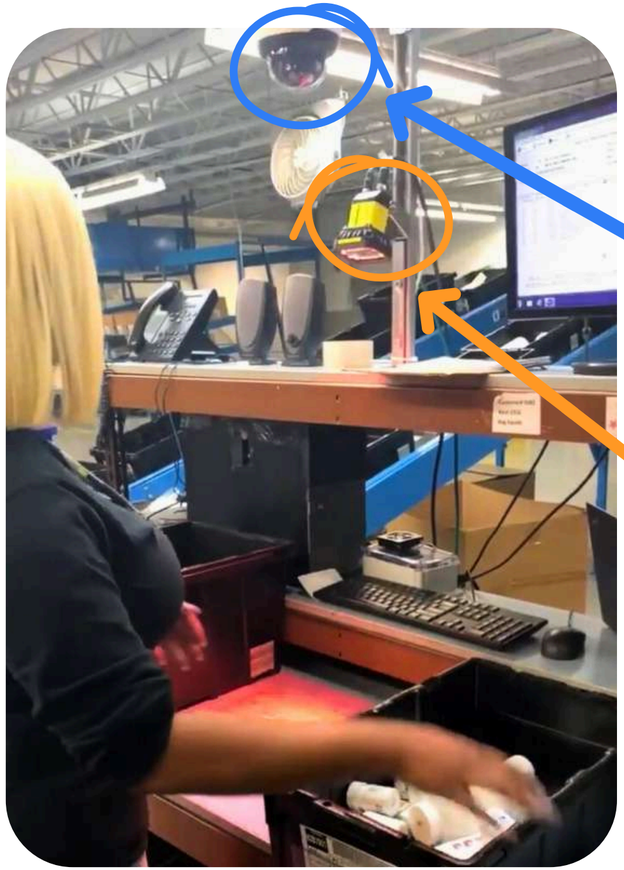
Double forks





Digitrack pick & pack stations





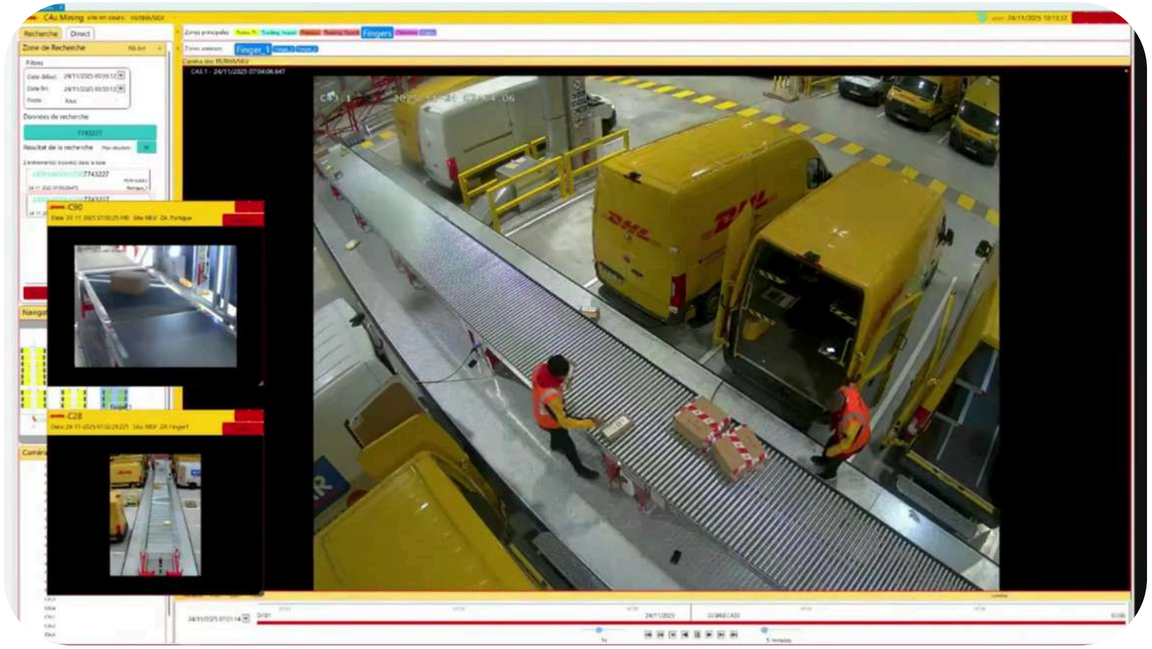
Also compatible with hands-free scanning

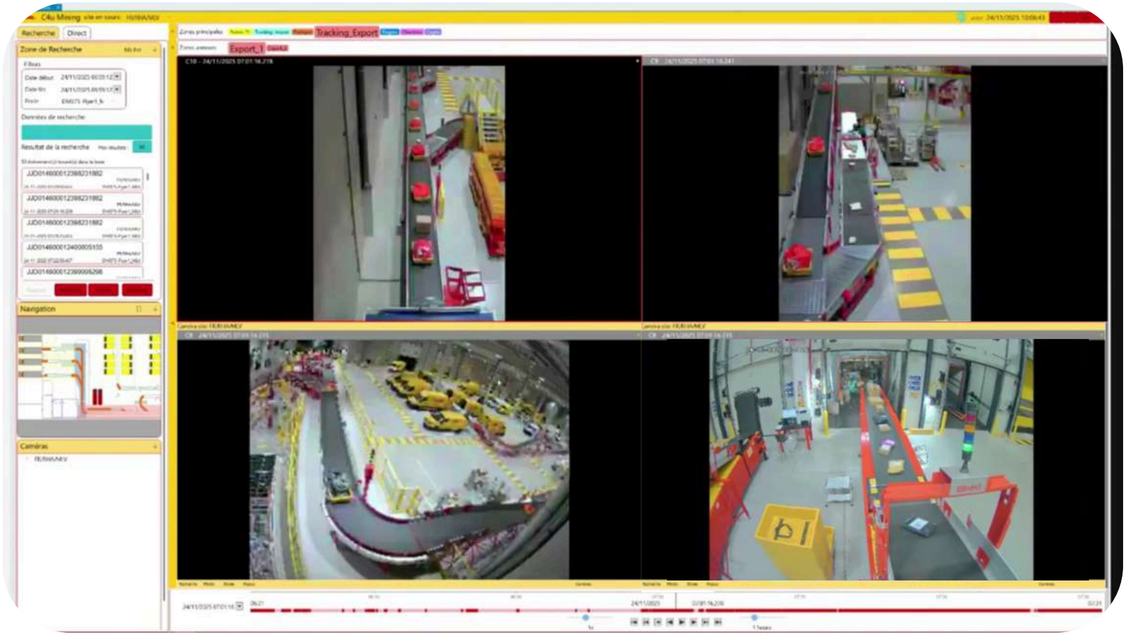
Video Tracking camera

Hands-free scanner

SEE VIDEO EXAMPLE

Digitrack conveyor process (parcel tracking)





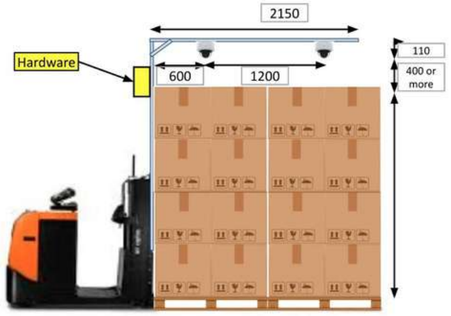
Digitrack simplified architecture

The preferred camera brands offered by Digilo are **HIK** and **AXIS**



Fixed cameras

(cabling made by customer)



Mobile cameras

(dedicated WLAN from customer)

Server

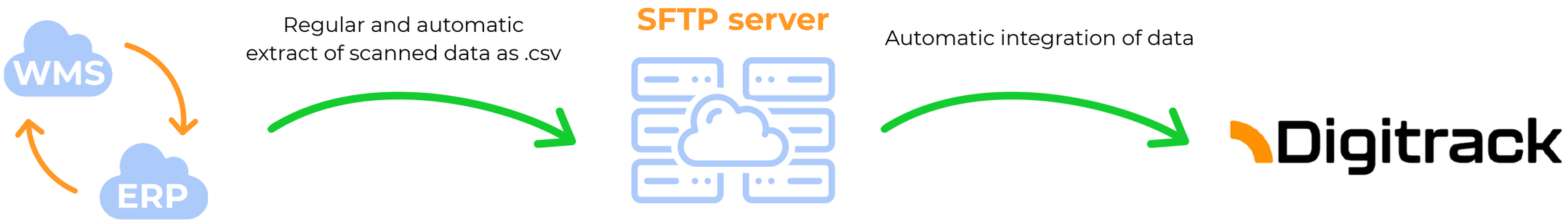


Footage access in Digitrack sofware

Data transfer

- ✓ **Easy**
- ✓ **Secure**
- ✓ **Compatible with all systems** (WMS, TMS, ERP etc...)

In most cases, the data transfer is easily performed via SFTP.
Your WMS/TMS/ERP data is frequently (frequency to be defined by customer) transferred as a simple flat file (e.g. .csv) to the Digitrack server using the SFTP protocol.



Data (triple) protection

INFRASTRUCTURE



Server is installed **locally on site**

All data is saved in **your own IT infrastructure** and managed by your IT team

Footages available on **dedicated PCs** only

LOGIN



Access to the Digitrack software is only possible with **dedicated login credentials**

Only **authorized personnel** can therefore use the software

History of logins is available on request

LIVE PRIVACY SHIELD



Thanks to AI, cameras **automatically blur the faces / bodies** of people **(see video example)**

Footages are **saved already blurred** on the server

Why choose Digitrack?

OPEN & TRUSTED

- User friendly solution based on **Milestone**, the world leading VMS*
- Compatible with a wide variety of camera brands/models
- 450 warehouses already equipped in Europe

FLEXIBLE & RELIABLE

- Compatible with all WMS / TMS / ERPs
- Server and cameras with up to 5-year-warranty
- Only Video Tracking solution offering both fixed and mobile cameras

FULL DATA PROTECTION

- All data saved in your own IT infrastructure
- Login & password protected
- Accurate anonymisation with people blurring **(see video example)**

*VMS = Video Management System

Digilo

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