

## Logistics Information and Customer Service

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**Abstract :** The paper deals with the importance of information flow for providing of defined level of customer service in the firms. Setting of the criteria for the selection and implementation of logistics information system is a prerequisite for ensuring of the flow of information in firms. The decision on the selection and implementation of logistics information system is linked to the investment costs and operating costs, which are included in the total logistics costs. The article also deals with the conclusions of the research focused on the logistics information system selection in companies in the Czech Republic.

**Keywords :** customer service, information system, logistics, research

**Conference Title :** ICEM 2014 : International Conference on Economics and Management

**Conference Location :** Rome, Italy

**Conference Dates :** September 18-19, 2014