



# TRANSPORT ROUTES AND AND TEMPERATURES ARE ARE MONITORED IN DEMANDING DISTRIBUTION TRANSPORT



Branch: Foodstuff an distribution Traffic

## *PISTOR*

### Challenge

Smooth transition to the third generation of cargofleet and customisations due to special requirements

### Important functions

-  Tour / route monitoring
-  Monitoring temperature processes
-  Alarm messages
-  Order processing
-  Tacho download

### Special feature

A link to the Städtler-Logistics Routing & Scheduling Software

### Vehicles with telematics systems

87 vehicles and trailer

### Telematics customer since 2009

Software: cargofleet 3, Driver App

Devices: TC Truck, TC Trailer Gateway



“idem telematics has found a challenging customer in us. We have very high expectations, yet idem telematics cope with these well and has always realised everything to our utmost satisfaction.“

**Marco Fuchs, responsible for vehicle telematics operations at Swiss firm, Pistor**



“We can, thanks to telematics, meet very many of our customers needs. These also include, besides tracking the routes that our trucks run during daily distribution, safe monitoring of the cold chain as well. Moreover, we access the remaining driving times, kilometres and tachometer related data.”

**Marco Fuchs, responsible for vehicle telematics operations at Swiss firm, Pistor**

## Challenge

Technology enables reliability: The problem of **empty running is virtually unknown at Pistor**: "We plan the day down to the minute, always drive to the same customers and are in most cases **operating at full capacity**", says Marco Fuchs. Navigation guides the driver from one destination to the next. The orders are displayed in the cargofleet driver app installed on mobile phones in the vehicles. Pistor's fleet is comprised of 87 trucks with **several temperature zones**, three of which run purely electrically. And all vehicles are equipped with telematics.

## Solution

Efficient route planning through data evaluation: The idem telematics app also allows Pistor **to perform order processing with a link to its own Transport Management System (TMS)**. Loading equipment can therefore be managed in an uncomplicated manner, route planning is seamlessly integrated into order management and complaint management is simplified. The **analysis of delivery times enables optimised route planning**. In the summer of 2018, Pistor migrated to the third generation of idem telematics' cargofleet online portal. "Integration went smoothly and the data is collected and processed reliably in our TMS", says Fuchs. "We owe the uncomplicated transition first and foremost to idem telematics' good planning". According to Fuchs, the **internet platform, cargofleet 3**, is particularly appealing to Pistor: "It means that the dispatcher can have mobile access to the portal at any time".

## Benefits

**Alarms can be process-dependently controlled**: The company is very satisfied with the cooperative partnership with idem telematics: "We are very pleased to be working with them", says Marco Fuchs. "The idem telematics products meet our requirements perfectly and communication with our contacts is very open and constructive". He particularly likes the fact that idem telematics tries to accommodate all requests. "We had special requirements that demanded a customisation of the portal. We received good support in this regard." He is primarily referring to a **process-dependent control of the cooling alarms** that Pistor needs for its flexible routes: "We not only deliver to our customers, but we also pick up goods from them. As soon as the driver begins their route in the cargofleet driver app, the **cooling alarms are activated or deactivated automatically**. We can adjust the settings for the cooling alarms ourselves in the cargofleet 3 portal and assign them to the individual vehicles. This makes our daily work much easier. And when the last delivery order for the day is marked as

## Pistor AG

Pistor AG supplies bakeries, gastronomic establishments, nursing homes and hospitals in Switzerland with food, beverages, packaging or care items such as towels. As an independent partner, Pistor AG offers its customers an extensive range of more than 18,000 items and modular, customised solutions. Pistor AG has a company history of more than 100 years behind them. Today, it is the market leader in the bakery and confectionery sector in Switzerland and continues to record steady growth. For Marco Fuchs, this can be mainly attributed to the tremendous reliability demonstrated by Pistor as a service provider – and this reliability is made possible to a significant extent by the telematics solutions of idem telematics

**idem telematics** – connecting all road transport: As Europe's leading telematics partner, idem telematics supports forwarding agents, fleet operators and shippers in continuously improving their core business by means of data, thereby increasing their profitability, customer satisfaction and competitiveness. Europe's market-leading, all-in-one cargofleet telematics platform for trucks, trailers, freight and logistics consolidates and summarises the data sets of vehicles, drivers and freight. idem telematics