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