

UNCOMPROMISINGLY RELIABLE TELEMATICS FOR COMPLEX REQUIREMENTS






 Branch: foodstuffs – dairy products and fruit fresh



Challenge

Organise, administer, document, manage the fleet, diagnostic reports

Important functions

-  Monitoring door status
-  Monitoring and documentation of temperature processes
-  Alarm messages
-  EBS data
-  Tank level of the cooling unit

Special feature

Fleet management via idem maintenance tool incl. rental vehicles and third-party systems

Vehicles with telematics systems

All trailers

Telematics customer since 2010

Software: Maintenance tool
Devices: TC Trailer Cool



“Our telematics requirements are high and very complex. idem telematics completely won us over here with its service portfolio and was only one of two manufacturers on the market that was able to meet our specifications. We maintain a very constructive, open relationship and always feel that we are understood and listened to as a customer. The solutions from idem telematics afford us many valuable advantages.”

Arthur Ebel, Supervisor
Fleet in Corporate Procurement & Fleet Management, Nagel-Group



Challenge

The Nagel-Group has over 7,000 vehicles in operation across Europe in order to deliver foodstuffs such as dairy products and fruit **fresh, safe and on time** to customers. In terms of telematics, a logistics provider needs, among other things, **interfaces to the cooling unit data** and **continuous recording of all the important data**. "And we need a system that is uncompromisingly reliable, continuously optimises the quality process, and helps us to organise, manage, document as well as manage our large fleet. We therefore decided in favour of idem telematics, as the largest provider in Europe, and are completely satisfied."

Solution

Seamless data, even without a network: The Nagel-Group is, as a service provider of foodstuffs logistics, itself number one in Germany and one of the leading names in Europe. The company offers its customers holistic food logistics solutions. **Safe and legally compliant monitoring of the supply chain** but also **resource-saving** and **economically viable deliveries** require modern, individually-tailored telematics solutions. "That's exactly what idem telematics offers us," explains Arthur Ebel. "The company has developed **very robust hardware** that works internationally, delivers data seamlessly and records it – even when no network coverage for transferring data can be ensured."

Ebel also appreciates the **excellent system availability** and the **ability to set up additional sensors** and **customise how the collected data is processed**. The Nagel-Group uses the telematics primarily to collect data from the **EBS** and on the **temperature**, to **monitor the doors**, the **tank levels and the refrigerator**. The technology also plays an important role for security, among other things: "The goods are protected against third-party access by **automatic alarms**. Moreover, the **operating hours and consumption of the refrigerators** are continuously monitored and aligned using an algorithm. This way, we quickly notice when consumption is conspicuously high and can check if the settings are incorrect, or if there are errors in terms of handling by the driver."

The Nagel-Group's large fleet is managed by **trailer pooling**: "The semi-trailers do not permanently belong to one of our branches, but drive all across Europe," says Arthur Ebel. "This means that we have to optimally monitor everything centrally and offer the same standards everywhere. On such a scale, this can be realised with only one telematics supplier with whom we are able to work over the long term and whose technology is reliable such that service station visits and idle times are reduced to a minimum." Most of the Nagel-Group's trailers have telematics from idem telematics installed, both in the Group's own vehicles and in the rented units. But also the trailers from manufacturers such as Krone and Schmitz Cargobull, which are equipped with their own telematics solutions, can be integrated into idem telematics' **system open telematics solution**.

Benefits

Save costs and **avoid mistakes:** **Climate protection** initiatives are supported as well: the telematics data provides an overview of how intensely the different operating modes are implemented. "This allows us to monitor that as little diesel as possible is used for pre-cooling in order to help protect the environment," says Ebel. "Thanks to the data, we are able to **optimise annual operating hours** and **reduce diesel consumption**." Thanks to its own network of service stations, the Nagel-Group is able to not only check the telematics on a regular basis, but also carry out many repairs itself. **A separate service station process, which is integrated into the idem telematics solution, helps in this regard**. "Using diagnostic reports, we can find faults or damage to the vehicles directly, identify these precisely and repair them ourselves even more quickly. If we still have any unanswered questions, idem telematics is there for us at any time." Both companies have a common road map and are, among other things, working on making the telematics in future able to detect when data is not plausible. It's this **partnership-based collaboration** with idem telematics that is particularly appealing to the Nagel-Group.

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**Arthur Ebel, Supervisor Fleet,
Nagel-Group**

The **Nagel-Group**, headquartered in Versmold, specialises in food logistics and operates across Europe. It employs more than 12,000 people at more than 130 locations. Most recently, the company generated revenues of 2 billion euros. Every day the company group moves food in all shipment sizes and temperature classes. Frozen products, meat, dairy products, coffee and confectionery – every day the Nagel-Group works on behalf of industry and trade to ensure that consumers all over Europe will find the right goods at the right time and in the right quality at the point of sale. The Nagel-Group thus makes a significant contribution to its customers' success. The Nagel-Group tests innovative systems as well: at the end of November 2019, a purely electric cooling trailer will be in operation which is likewise fitted with telematics by 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 provides a complete system for increasing the transparency and profitability of the entire logistics process. The benefits: unique customer proximity and flexibility for individual telematics requirements based on 20 years of telematics, transport and logistics expertise. idem telematics is a subsidiary of the BPW Group and employs around 75 staff at its locations in Munich and Ulm.