



Case Study

VDO FleetVisor: The Full Scope of Fleet Management

The customer

Raiffeisen Waren-genossenschaft Niedersachsen Mitte eG (RNM), a German purchasing cooperative, makes a special effort to be close to its customers. This is meant both figuratively and literally, because RNM, as a strong partner of the agricultural community, supplies its members daily with products ranging from animal feed to fuel oil. The company moves 1.1 million tons annually with its fleet of 29 vehicles and 62 drivers.

The challenges

"Dispatch and deployment used to cost us a lot of time," says Steffen Leseberg, Head of Logistics (picture above). "We had to call the drivers for every bit of information. If a customer wanted to know where his merchandise was, we had to say we'd call him

back, call the driver, then call the customer back with the information the driver gave us. That was really awkward." And neither the dispatchers nor the driver had driver and vehicle data available at a glance, because drivers only uploaded their records once a month in the office.

The solution

A fleet management system remedied this situation. It displays relevant information quickly and clearly, simplifies communication between dispatchers and drivers and makes logistical processes more efficient. "We tested the systems of multiple vendors and ultimately chose FleetVisor," says Leseberg. FleetVisor is the comprehensive fleet management solution by VDO, a product brand of the Continental company. >

VDO



Drivers get all the relevant information they need via text messages - and they can also send messages themselves.

The advantages

Thanks to the tracking function, dispatchers always know exactly where their vehicles and drivers are - and they can also intervene in the transport schedules. Communication is carried out via DriverLinc, which is a kind of tablet in the driver's cab. It gives the drivers all the relevant information they need via text messages - and they can also send messages themselves. "The number of phone calls we have to make has been considerably reduced. And we've even got rid of all the cell phones in the vehicles," says Leseberg. Cell phone costs have been reduced by 95 % and the time saved has increased the efficiency of the Dispatch department by 10 %. Customers have already noticed the improvement in service: "When someone asks where his merchandise is, and we immediately know the answer, the customer is often surprised that we can reply so fast," says Leseberg.

The Internet-based data management system TIS-Web also enables the legally compliant archiving of driver and vehicle data, which is communicated quickly and clearly to both drivers and dispatchers and includes information on fuel consumption, braking behavior, driving and rest periods and speeding infringements. Leseberg is delighted with the positive effect: "Our overall fuel consumption has dropped by 3 %." And dispatchers don't have to worry so much about legal infringements, because if drivers do not comply with their rest periods or if they drive too fast, the dispatchers immediately receive a message from the system. "Our infringements have since been reduced to zero," he says. The fact that drivers also get traffic updates sent to their tablets has also reduced the time lost due to road work, traffic jams and detours by 5 %.

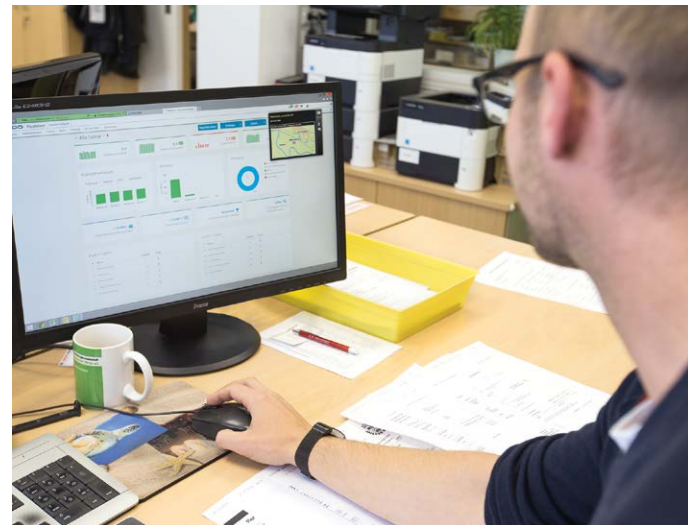
Another big plus for RNM is the FleetVisor navigation. Many of the company's customers are in rural areas and access to their locations is often along gravel roads that are not shown by all navigation systems. "FleetVisor was the only system that could meet this requirement, because its navigation is based on longitude and latitude," says Leseberg.

The opinions

RNM has been using FleetVisor since November 1, 2016 - and the company is not only delighted with the economy, increased efficiency and reliability it provides, but also with the Continental service. RNM staff started benefiting from FleetVisor as early as the installation stage, because everything was ready to go after only one hour installation per vehicle - and Continental also provided extensive training for the company's dispatchers to help them operate all the FleetVisor functions.

The benefits gained by RNM thanks to FleetVisor:

- › 95 % reduction in cell phone costs
- › 3 % less fuel consumption
- › 5 % less time lost through traffic congestion
- › Legal infringements of driving and rest periods reduced to zero
- › 10 % more efficiency in the Dispatch department



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