



AI is changing the way transportation fleets are planned and managed

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idem telematics and b.telligent present AI assistants for dispatching and fleet management based on Microsoft Azure

- **AI-controlled dialogue transforms the cargofleet 3 telematics platform into an intelligent dispatch assistant**
- **The collaboration between idem telematics, Microsoft and AI experts b.telligent combines leading transport expertise with AI technology and know-how**
- **Premiere at IAA TRANSPORTATION 2024, available from autumn 2024**
- **Upgrade without additional software and hardware investment**

idem telematics, one of Europe's leading providers of transport telematics, and data & AI consultancy b.telligent are fundamentally changing the way transport fleets are dispatched and managed: an AI assistant for the cargofleet 3 telematics platform, based on Microsoft Azure OpenAI Service, allows dispatchers to control complex logistics tasks via voice command, maximising efficiency and user-friendliness in the transport industry. The solution will be presented for the first time at IAA TRANSPORTATION 2024.

Munich/Ulm, 9.September 2024 --- One of the leading European providers of [transport telematics](#), idem telematics, and the consulting firm b.telligent have joined forces to bring transport logistics into a new era: at IAA TRANSPORTATION 2024, they will present their new AI-powered voice assistant, which enhances the award-winning telematics platform cargofleet 3 with the capability of natural voice and text dialogue. This collaboration combines Azure OpenAI Service with idem telematics' comprehensive understanding of the needs of the logistics industry. The new "cargofleet assistant" acts as a virtual dispatcher that understands natural language input and independently handles complex questions: "Which vehicles need to go to the workshop in the next 14 days?", "Show me all refrigerated vehicles with temperature deviations", "Which vehicles have a critical axle load and need to be reloaded?", "Which vehicle was at Riedweg in Ulm at 12:30 on 17th September?", "Which vehicles have hardly been moved?" – the system answers such queries promptly and precisely.

In this way, the cargofleet assistant perfectly complements the familiar monitoring and alerting functionalities of the cargofleet portal. Further expansion stages will also support the user in the definition of alarms. In doing so, the assistant continuously learns and adapts to the individual working methods of the dispatcher.

"In times when there is a shortage of skilled labour, the cargofleet assistant relieves the dispatcher of routine tasks," explains Jens Zeller, Managing Director of idem telematics. "This leaves more time for other tasks, such as personal customer contact." The topic of AI is nothing new at idem Telematics: for some time now, the solution has offered the option of monitoring brake performance without additional sensors. In this respect, the cargofleet assistant is a logical further development for the new age of generative artificial intelligence. With the integration of Azure OpenAI Service, this powerful telematics platform is now enhanced by an intuitive dialogue function based on natural language, which takes the interaction between human and machine to a hitherto unprecedented level. Here, the

user always retains full control over their data – a key aspect in the increasingly networked world of logistics: idem telematics has been using Microsoft Azure for years to ensure data security and data control for transport companies.

The data & AI consultation company b.telligent was a strong implementation partner in this future-orientated project. The company was commissioned by idem telematics to realize development of an innovative Large Language Model (LLM) application based on Azure OpenAI Service, which will be seamlessly integrated into the successful cargofleet 3 telematics portal. The consulting team was able to develop an intelligent query logic thanks to b.telligent's comprehensive AI and LLM expertise and its ability to combine different technologies and AI methods. This allows users to make enquiries in natural language and – taking into account complex data structures from different source systems – receive precise real-time responses in natural language. This technological solution based on Azure cloud provides idem telematics with a completely new and intuitive user experience that greatly simplifies and improves access to both historical and live data. "As a long-standing certified Microsoft partner, we were not only able to draw on comprehensive AI expertise in this project, but also on extensive knowledge in the use of Microsoft solutions. "It is always impressive how well even complex Large Language Model solutions can be implemented with Microsoft Azure," says Dr Sebastian Petry, Domain Lead Data Science & AI at b.telligent.

"Microsoft Azure OpenAI Service in the Microsoft Cloud enables innovative AI assistants that can be easily operated by voice and that can answer even complex questions in short, natural dialogues," explains Joachim Franz, Automotive Industry Lead at Microsoft Germany. "In such developments, security and the protection of our customers' data are our top priority. Microsoft plays a central role in the digital ecosystem, and we therefore have a special responsibility to gain and maintain trust."

idem telematics will be presenting the cargofleet assistant for the first time at IAA TRANSPORTATION 2024 at the BPW Group booth (Hall 26, Booth A30). Transport companies and their employees are invited to test the function on site and discuss their personal requirements with the specialists from idem telematics. This feedback loop underlines the company's customer-centered approach and facilitates continuous refinement of the system.

A particular advantage for existing customers: as a Web-based platform, the

functional extension does not require any investment in new software or hardware. The cargofleet assistant will be available for cargofleet 3 users from autumn this year.

About idem telematics GmbH – Connecting all road transport

As Europe's leading telematics partner, idem telematics supports forwarders, fleet operators and shippers in using data to continuously improve their core business, and thus to increase their profitability, customer satisfaction and competitiveness. Our systems are uncomplicated, independent, cross-fleet and cross-manufacturer, and adaptable to any company size and business model. The service: individual on-site process consulting – combined with the Europe-wide market-leading all-in-one cargofleet telematics platform for trucks, trailers, freight and logistics. Consolidating and summarising the data sets of vehicles, drivers and freight, idem telematics provides a complete system for increasing the transparency and economy of the entire logistics process. Benefits include unique customer proximity and flexibility for individual telematics requirements based on more than 25 years of telematics, transport and logistics expertise. idem telematics is a subsidiary of [BPW Group](#) and employs around 75 staff at its locations in Munich and Ulm. www.idemtelematics.com

About the BPW Group

The BPW Group researches, develops and manufactures everything needed to ensure that transport keeps moving and is safe, illuminated, intelligent and digitally connected. With its brands [BPW](#), [Ermax](#), [HBN](#), [HESTAL](#) and [idem telematics](#), the company group is a preferred system partner of the commercial vehicle industry around the globe for running gear, brakes, lighting, fasteners and superstructure technology, telematics and other key components for trucks, trailers and buses. The BPW Group offers comprehensive mobility services for transport businesses, ranging from a global service network to spare parts supply and intelligent networking of vehicles, drivers and freight. The owner-operated company group currently employs around 7,000 staff in 27 countries and achieved consolidated sales of 1.731 billion euros in 2022. www.bpw.de/en

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