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Swiss firm Pistor AG uses telematics solutions from idem telematics to monitor its fleet.

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Pistor AG uses idem telematics in demanding distribution transport

Munich/Ulm, 24 September 2019 --- 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. They are closely supported by idem telematics, the telematics specialists from the BPW Group. "Idem telematics has found a challenging customer in us", says Marco Fuchs, responsible for vehicle telematics operations at Swiss firm, Pistor. "We have very high expectations, yet idem telematics cope with these well and has always realised everything to our utmost satisfaction."

Technology enables reliability

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: "We can, thanks to this technology, meet very many of our customers needs", he explains. "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".

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.

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".

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 completed in the app, temperature monitoring switches off again automatically".

About idem telematics GmbH – 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: 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 Europe's 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 profitability of the entire logistics process. The benefits: unique customer proximity and flexibility for individual telematics requirements based on over 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. 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 7,200 staff in more than 50 countries and achieved consolidated sales of 1.48 billion euros in 2017. www.bpw.de/en

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