

For LOSTnFOUND AG, not all good things come in threes – they've won their 4th test ALTUS: Financially appealing with priceless uses

End of a two-year search for a suitable system / Following successful practical trials, ALTUS is now plugged into 50 % of all vehicles at Boettger Großküchen

Hamburg, October 2011 (msc). Efficiency is important for every company. It is clear that an exact time plan helps with this. It is often the case however that one can only plan roughly. That may work, but it could work better, especially if punctuality and fast work are essential for a company. Such is the case at Boettger GroßküchenService in Bremen. If one of the machines serviced by Boettger fails, Managing Director Markus Pfeiffer says, "that's the alarm". Then they must act quickly – something which is considerably easier if Pfeiffer has an exact overview of where his vehicles with the engineers are at that moment. Pfeiffer has engaged himself for a long time with the possibilities which locating systems offer. With LOSTnFOUND, he finally found the solution he was looking for.

BY MARTINA SCHEFFLER
Boettger GroßküchenService is a specialist dealer for canteen technology and offers a comprehensive customer service. Speed is important for this: as a rule, the company sends its engineers on the same day or at the latest on the next day, provided that one does not fall back on the 24-hour emergency service. MD Markus Pfeiffer has known for a long time "that I wanted something" which makes it possible to plan times better – a telematics system which gives him the possibility to plan with location and route analyses. "Two years ago we already started fiddling with this and were at the point where we said we must act." Pfeiffer learned through trade fairs, among others, and was finally convinced by a presentation made by LOSTnFOUND at his own company.

The long list of demands on telematics solutions

A fast overview of when which drivers can be found where, for completed journeys as well. If damage is reported somewhere, Markus Pfeiffer wants to see exactly which driver is nearby and can be at the place of the damage fastest. Besides that, it should be possible to install the device firmly in the vehicle. "And ideally it should be web-based," said Pfeiffer, "so that

there's no need for me to install extra software."

Many users favour a web-based solution

Questions concerning installation are often decisive for the purchase. Many companies think this cannot be done without increased expenditure in time, money and training. Prior to that, companies also pay great regard to having to interfere with their company software. It is also for this reason that this important topic is deferred further, as with Pfeiffer. He had information that he had to pay for and install telematics software for the services he wanted. But it is also web-based and therefore independent of PCs and location.

ALTUS: simply log in and plan online

Visiting the appropriate site online not only means a fast solution, but also a simple one. Since August ALTUS by LOSTnFOUND has been installed in a total of 6 of Boettger's service vehicles. "I am extremely satisfied", says Pfeiffer.

User-friendly, self-explanatory and the service is right too

Yet introducing the system was very simple: telephone-supported training lasting about half an hour was sufficient for Pfeiffer to be put into

the picture. "I'm not entirely inexperienced in the subject and also had confidence in myself to provide it myself. That much is self-evident."

Thus far we have had no problems at all with ALTUS, but if there should be something, Pfeiffer can use a personal service contact at LOSTnFOUND.

For most companies it is important to have a fixed address to which they can apply in case of an emergency. If a device is newly installed there is a feeling of security to be able to contact a fixed contact person at any time, and who knows exactly what to do for repeated support. The customer need not explain for long and is not advised by different staff to whom he must explain his problem each time, as is the case with some hotlines.

Security in planning for both sides

Pfeiffer has been able to solve the "primary issue" – who is where and when – with the device from LOSTnFOUND and, in an "unplanned" way, he can also check whether one of the drivers perhaps takes a private trip. The use of the positioning system also means greater planning security for the company's customers. "Sometimes a customer calls me and asks, 'when will the engineer arrive?' Earlier one could only say that he has already left and must be there soon. Now one can say exactly: he's already outside the building."

Status reports in a simple traffic light display

Pfeiffer alone can access an overview of his engineers' journeys after logging into the system: on a digital map he sees the locations of the vehicles and the status is also shown. Green stands for "motor running", red for "motor stopped". Some engineers will perhaps be annoyed when shortly before finishing work they receive yet another request and can no longer answer, "I'm unfortunately already away!" Now Pfeiffer can see whether the employee is actually already away or is perhaps still next to the last location.

Everything is top-class and the price of ALTUS also wins over Pfeiffer finds that the device from LOSTnFOUND is also "financially appealing". In comparison with other

Tester: **Boettger GroßküchenService, Ernst Boettger GmbH, Bremen**

Core business:

Canteen service, specialist dealer for canteen technology customer service (above all commercial dishwashers)

Fleet:

12 vehicles

Sphere of activity:

Bremen and North West Germany

Distinctive feature:

speed, small reaction times for service requirements, engineers generally on location on the same day, otherwise on the next day

User's requirements:

The customer wanted a simple overview of where which vehicle can be found and when, and it should also be possible to generate a history of this information. Moreover, it should be possible to fix the device in the vehicle. A web-based solution was favoured so that there is no need to install new software.



The Ernst Boettger GmbH fleet in Bremen. Photo: Telematik-Markt.de

products, it is "clearly cheaper, up to 50%". The device is an affordable solution with a sensible cost-use relationship. Are there also any suggestions for improvement? "That is fine tuning," thinks Pfeiffer. Since he has been using his vehicles

for longer, he would also like the total mileage of the vehicles to be shown. At the moment ALTUS only transmits the status from the point that it was installed in the vehicle. But all together, Pfeiffer concludes: "Everything's great!"

An overview of the most important advantages of the ALTUS solution:

1. The user sees at a glance where all vehicles are at that moment.
2. The route the vehicles have taken is traceable at any time.
3. The user can optimise chosen routes.
4. The system minimises unnecessary telecommunication times and costs.
5. Data collection about effective mileage and consumption per assignment.
6. Optimising insurance costs through improved transparency (accidents and thefts).
7. Records made according to vehicle, group and fleet make it possible to determine changes earlier.
8. User sees immediately which vehicle is closest to the customer who is to receive the delivery and which customer gives what waiting times.
9. Insight into the driving behaviour of the driver e.g. which driver drives too fast and does not choose the optimal route.
10. Deters potential thefts with the sticker "GPS Monitoring".
11. Owner shall be alerted if the vehicle is towed.



ALTUS – the telematics solution from LOSTnFOUND AG.