NAME OF CASE
Track.Agheera – independent telematics platform

KeyWords:
IT-technologies and solutions (for management and administration), ICT (e.g. routing, guidance), transport optimisation, Business to business (B2B) solutions, cooperation, Innovative operational solutions, Service quality and sustainability agreements/certification, Transport management, fleet management, Data collection and statistics, Monitoring and benchmarking of processes

Description:
Track.Agheera is a telematics platform that consolidates several different sources of telematics data. It started out with a focus on swap bodies, but quickly included about 30 different telematics systems from trucks, containers, etc. Track.Agheera helps customers to improve their fleet management, asset management, yard logistics, etc.

Benefits:
• A common dataset makes it easier to work with subcontractors and other logistics service providers
• Renting agencies can check if a customer violates the contractual regulations (mileage of trailers, constraints for specific countries, etc.)
• From all information a telematics device can give, the solution uses the data that is given by at least some of the Telematics Device (geo position, temperature, shock, battery, door open)

Starting Point/Objectives/Motivation:
What was the main problem, idea or motivation that led to the development and introduction of the new practice?
Most of the truck fleets consist of trucks of different manufacturers. This makes it difficult for fleet managers and dispatchers to obtain the full overview. Agheera gives them all information they need in a consolidated, consistent format which depends on the target system and interfaces. The data can be analysed in a web interface and many TMS software products.

What was the common practice before the implementation?
Without the usage of a telematics platform, customers didn’t have a standard format for their different telematics data. If the manufacturer has an own portal usually they don’t give the customer the option to export his data to their own systems. This is important because the customer should be able to use his data as he wants and not being tied by a supplier to use his data only in a way the supplier wants. Agheera gives back the data ownership.

Solution
Track.Agheera consolidates the different data formats from different Telematics devices.

Success Factors:
The customer has the possibility to use warnings and alerts. A lot of the data the solution is consolidating can be used for rules (geo position, battery status, door open, shock, temperature). When the optimal figures are defined, the user can set the values for warnings and alerts. The information then will be given by SMS or mail. The user can also define geo fences. The alert, warning or notification then is send when the good is entering or leaving the geo fence depending on the predefined setup.

Supported Strategic Targets:
• Increased efficiency
• Increased competitiveness
• Increased quality
• Increased safety and security
Customers can use interfaces standardised interfaces that are similar to all customers. Several customers want to have their interfaces customized (like for SAP, IBM, Microsoft and other TMS systems). Agheera also provides special interfaces, e.g. for DHL software which is used for DHL and their customers.

TrackNOW is an extension to Track.Agheera. It is a small module to include other parties in the system for a specific period of time into the platform. This allows even partners who cooperate temporarily to share data. Agheera provides several means of communication, e.g. a smartphone app.

Agheera is a DHL Venture spin off from 2010 and subsidiary company. Agheera manages 5 Mio. messages a day from over 25.000 units. The main working areas within Agheera focus on telematics, lead logistics partner, batteries logistics and crowd logistics.

An implementation can be done in days; customers can work in few hours after signing the contract.

No limitations has been experienced so far. The customer has to have internet access and standard browsers. Telematics devices have to be among the high number of telematics devices Agheera has already implemented (~30 different systems). New devices take 1-2 weeks to implement depending on the completeness of information from telematics devices manufacturer.

Contact details:
Michael Kramer
Partner & Alliances Manager
Junkersring 57
53844 Troisdorf
Phone: +49 174 7777744
Mail: michael.kramer@agheera.com

http://www.agheera.com/

List the relevant transport modes or supply chain elements
• Transport

Main actors involved
• Logistics Service Providers
• Insurances

More Best Practice cases and information about BESTFACT can be found at:
http://www.bestfact.net