

CUSTOMER CASE STUDY

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It gives us great comfort to know that our operators and assets are monitored 24/7 through a reliable and stable solution, backed by a professional team. The MiX fleet management solution provided by channel partner Compass FM, along with the services included, has greatly assisted in reducing our operating costs and improving vehicle productivity. The quality reports and “real-time” information have become essential for our daily operations

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Kobus Burger (Regional Director
Unitrans Supply Chain Solutions: Mozambique)



About MiX Telematics

MiX Telematics is a leading global provider of fleet and mobile asset management solutions delivered as Software-as-a-Service, or SaaS, to customers in over 120 countries. The company's products and services provide enterprise fleets, small fleets and consumers with solutions for efficiency, safety, compliance and security.

CUSTOMER

Unitrans Fuel, Agriculture & Mining Services

COUNTRY

Mozambique, Southern Africa

BUSINESS & INDUSTRY

Fuel, Agriculture and Mining

TOTAL FLEET SIZE & CONNECTED VEHICLES

84

VEHICLE TYPES

Trucks, haulage tractors and light commercial vehicles

SUBSCRIPTION

FM Communicator and FM-Web

CUSTOMER WEBSITE

<https://www.unitrans.africa/>



TELEMATICS
MOBILE INFORMATION EXCHANGE

ABOUT UNITRANS FUEL, AGRICULTURE & MINING SERVICES

Unitrans* Fuel, Agriculture and Mining Division maintains a large customer service footprint in Southern and Eastern Africa with the head office in South Africa. This division operates over 1500 vehicles ranging from agricultural tractors to land trains. The agricultural footprint extends from forestry contracts in the Western Cape, through the sugarcane growing and milling regions in Kwa-Zulu Natal, Swaziland and Mpumalanga as well as across borders into Mozambique, Malawi and Tanzania. *Unitrans is a subsidiary of KAP, an industrial group listed on the JSE.

BUSINESS CHALLENGE

Following the success Unitrans had with MiX Telematics and channel partner Compass Fleet Management (Compass FM) based in Durban, South Africa, Unitrans challenged Compass FM to extend their service offering into neighbouring African countries like Mozambique. The Unitrans head office in South Africa had the aim of standardising their fleet on one telematics system, through one service provider.

In Mozambique, Unitrans was required to improve operational efficiency and specifically needed help in reducing accident rates and fuel consumption. At the same time, the customer wanted to improve overall supply chain productivity. Unitrans operates over 200 vehicles across three sugar mills in Mozambique. The Tongaat Hulett's Xinevane operation in Southern Mozambique was chosen as a pilot for Mozambique.

SOLUTION PROVIDED

The FM Communicator, MiX Telematics's on-board computer was installed in 84 Unitrans vehicles, connecting them to FM-Web, an online tracking and information portal developed by MiX Telematics. This was done following a comprehensive needs assessment at the Xinevane site, conducted by Compass FM. Unitrans needed to have real-time visibility of the fleet to improve productivity, vehicle utilisation and service to their customer. They also required exception reports to manage their drivers' driving style to reduce speed-related accidents and fuel consumption.

Second-by-second tachograph data and reporting was required in the event of an accident. The web-based solution enabled management in both Mozambique

and South Africa to view data gathered and make use of a standardised set of management reporting. This was key for benchmarking, when comparing the division's performance to similar operations.

IMPLEMENTATION

Implementation of the solution consisted of three phases. Phase 1: An installation team was sent from South Africa to install 84 FM Communicators to trucks, haulage tractors and light commercial vehicles. Phase 2: Compass trained Unitrans workshops to conduct first line maintenance and repairs. Phase 3: A Compass FM product specialist was placed on-site to roll-out the training and implementation of the solution. Implementation was completed in just over two weeks, before the start of the sugar season.

Post-implementation, a dedicated product specialist worked alongside the customer at both the depot and head office to ensure the system was configured to record and report on the successful achievement of identified Key Performance Areas. Compass provided on-going training and consultation to Unitrans management, through site visits to the Xinevane operation every three months, along with weekly conversations over telephone, e-mail and Skype.

RESULTS OBTAINED

The MiX Telematics solution for Unitrans introduced driver accountability and provided management with the tools they needed to change driver behaviour and improve operational efficiencies. This was made possible through the identification of drivers and their vehicle movements as well as through driver behaviour monitoring. System generated exception alerts, for events like 'over-speeding' and 'excessive idling' have enabled Unitrans to make significant improvements in driver behaviour, impacting positively on safety and fuel efficiency.

Between June and August 2013, the customer was able to record a dramatic decline in over-speeding and excessive idling, resulting in lower fuel consumption with a calculated saving of R66 000 p/m. The saving more than covered the monthly cost of the solution.

Following the successful implementation and results at Xinevane, Unitrans decided to roll-out this solution at an additional two sugarcane mills in Mozambique. This represents an additional 120 vehicles.