

MAY 2020

## CUSTOMER CASE STUDY

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*With MiX Telematics we have achieved greater operational control in our Logistics Operations. The detailed analysis and fully customisable reports that MiX Telematics provides has helped us monitor and improve both road safety and transport efficiency.*

”

Philippe Damman, Group Managing Director, Damman Transport Logistique et Organisations



### CUSTOMER

Damman Transport Logistique et Organisations

### COUNTRY

Belgium

### INDUSTRY

Transport and distribution

### CONNECTED VEHICLES

60

### TOTAL FLEET SIZE

80

### VEHICLE TYPES

Vans

### CUSTOMER SINCE

2017

### SUBSCRIPTION

MiX Fleet Manager, MiX Vision and MiX 4000

### AIMS

Improve safety, increase compliance

### RESULTS

96% reduction in accidents, 100% reduction in customer complaints



## 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.



TELEMATICS  
MOBILE INFORMATION EXCHANGE

# DTLO finds the perfect balance between customer satisfaction and driver safety with the help of MiX Telematics and Rauwers.

## Moving towards increased success

Dammam Transport Logistique et Organisations (henceforth referred to as DTLO) is a family-owned transport and distribution company based in Sambreville, Belgium. In 2017, the company took over GREDAYS in an effort to further develop their activities. They have since grown to be a key logistics provider for UPS within Belgium, boasting a fleet of over 80 vehicles that deliver more than 8000 packages and 500 pallets daily.

When DTLO acquired GREDAYS, their goal shifted towards increasing operational efficiencies. This goal was achieved but, naturally, it came with challenges namely, achieving on-time delivery without compromising driver safety.

The company had seen there was a direct correlation between their fleet's high accident rate and the excessive insurance premiums they were paying. These accidents, of course, were affecting the safety of their drivers, compromising delivery times and causing damage to merchandise.

DTLO realised that they needed to implement a telematics solution to both decrease operational costs whilst, more importantly, increasing overall driver safety. DTLO reached out to Rauwers, a company that distributes safety-related solutions for professionals on the road, for a consultation. The company already had an established, long-standing relationship with Rauwers and thus trusted them with any decisions that needed to be made. Rauwers recommended MiX Telematics as the ideal provider to help them achieve all their objectives.



## Putting words into action

The two key MiX Telematics solutions specifically selected for DTLO by Rauwers included MiX Vision and MiX 4000. MiX Vision is a dual-facing camera solution that collects visual evidence of incidents on the road such as accidents. These cameras face both the driver and the road. There are also optional external cameras, mounted on the side of vehicles, for additional monitoring. MiX 4000 is an on-board computer that plugs directly into a vehicle's engine to capture various metrics, including those related to the behaviour of drivers.

A rollout of the two solutions was quickly planned and training was organised for those who would interact with the solutions on a regular basis to ensure proper usage. In addition, bespoke reports were also selected to align with DTLO's objective of finding the root causes of accidents. Once these causes were identified, a driver training programme was developed to assist DTLO's drivers in changing any behaviours they may be engaging in that would typically increase the risk of an accident occurring.

## RESULTS

### Outcomes that exceed expectations

DTLO was pleasantly surprised to see nearly immediate results after implementing MiX Telematics' solutions.

Firstly, they saw a huge 96% decrease in accidents. In 2016, DTLO's fleet was involved in a total of 50 accidents. MiX Vision's implementation saw this number drop to only two within 2018.

Secondly, customer complaints related to poor driving behaviour were non-existent in 2018. Prior to implementation DTLO received around 20 to 30 customer complaints every month. By monitoring driver behaviour both visually and by using engine diagnostics, customer complaints were completely eliminated.

Philippe Damman, the group managing director of DTLO, has said that MiX Telematics' tools have enabled him to take more control of his company's operations and this, in turn, has helped DTLO evolve from being a simply local Belgian performer to a top European performer.

Rauwers is continuing to consult with DTLO on which MiX Telematics solutions can be implemented in the future to further improve the company's safety and efficiencies as well as providing support to maintain the successes already seen.

### Immediate results

