

mix | TELEMATICS

CUSTOMER
CASE STUDY

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.

- Dimitrios Sfikas, Head of Cylinder Production and Supply GRC/CYP, Linde



About Us

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.

- 01 CUSTOMER**
Linde
- 02 REGION**
Greece, Romania, Turkey
- 03 INDUSTRY**
Industrial gas and engineering / Oil and gas
- 04 CONNECTED VEHICLES**
More than 300
- 05 VEHICLE TYPES**
Trailers, heavy goods vehicles, light commercial vehicles
- 06 CUSTOMER SINCE & SUBSCRIPTION**
2015 / MiX Fleet Manager, 3D, MiX Vision
- 07 AIMS**
Improve safety
- 08 RESULTS**
Reduction in poor driving behaviours including harsh acceleration, harsh braking and speeding
- 09 CUSTOMER WEBSITE**
www.linde.com/en

Linde achieves major safety results with the help of a multitude of MiX Telematics solutions

Setting goals

Linde is a leading industrial gases and engineering company with 2018 pro forma sales of USD 28 billion (EUR 24 billion). The company employs approximately 80,000 people globally and serves customers in more than 100 countries worldwide. Linde delivers innovative and sustainable solutions to its customers and creates long-term value for all stakeholders. The company is making the world more productive by providing products, technologies and services that help customers improve their economic and environmental performance in a connected world.

“Since Linde is a company that places great emphasis on safety, process optimisation as well as innovation, we wanted each of our fleets within the Region Middle East and Europe East (RME) to be equipped with a standardised combination of telematics solutions.

Our main goals were to increase fleet safety by monitoring and managing driver behaviour as well as having the ability to track vehicle locations in real-time. Besides that, we also wanted to enhance their scheduling system with actual data,” stated Holger Peschke, Senior Manager Logistics RME.

For these fleets, the following solutions were selected:

- MiX Fleet Manager, an all-encompassing fleet management solution
- MiX Vision, an in-cab video solution
- MiX 3D, a remote digital tachograph data download service
- MyMiX, a driver engagement app



The perfect mixture

In 10 to 15 countries in the Region, MiX Telematics solutions were installed according to Linde's unique requirements.

For each fleet within Europe, implementation was done with the help of their most closely-located MiX Telematics channel partner. This approach ensured that each fleet had personalised support and they could contact their local partner at any time for assistance. These solutions were rolled out at varying speeds but still in conjunction with one another.

The installation of in-cab cameras (the MiX Vision solution) were vitally important for Linde as it supported them in their mission towards a safer fleet. In-cab cameras have a multitude of benefits with regards to safety. It monitors unsafe driver behaviour, serves as an investigative tool to prevent future crashes and may even be seen as a deterrent for drivers to not engage in unsafe behaviours.

The MiX Vision on-request streaming option also helps fleet managers see the day-to-day challenges that their drivers encounter so that they can implement actions to improve the safety and security of their fleets.

One of the challenges that came with in-cab camera implementation was to ensure compliance with GDPR for the purpose of personal data protection and face detection.

Results

Big results across the board

The first three countries where MiX Telematics' solutions were implemented (Turkey, Greece and Romania), major safety-related results were seen within less than a year after implementation.

Certain driving behaviours have been proven to lead to near misses and in the end to an increase of severe incidents. Unsafe driving acts include speeding, harsh acceleration and harsh braking (amongst others).

All of these behaviours are measured by MiX Telematics' solutions. These behaviours are reported and the performance of drivers can be measured in order to provide training to help reduce any unwanted behaviours. In addition, the MyMiX app was provided to drivers to give them the opportunity to review their incidents, check their scores and determine their overall ranking within their fleet. All of these metrics help drivers to assess those areas where they need to improve.

Since December 2017, there was a significant reduction in harsh acceleration, harsh braking and speeding in all three countries. Overall, this has led to fewer accidents and a general improvement in the driver safety. For all countries in the region, the number of kilometres driven safely has increased fivefold in the last two years.

By reducing the three factors, drivers are more patient and know how their behaviour affects their fleets and also their own safety. Linde has attributed the success of the implementation to the fact that they had the ability to mix-and-match solutions. This has allowed them to take what they know about each fleet and decide what is most needed. In the future, this can easily be changed to meet any requirements that might arise as these fleets evolve.

In addition to the safety goals reached by Linde with the help of MiX Telematics, their customer satisfaction rates were also improved. This is due to improved scheduling capabilities that have given them the ability to confirm delivery dates and arrival times with customers through notifications.

By interfacing MiX Telematics with Paragon, a long-term MiX Telematics partner, which produces advanced routing and scheduling software, Linde is going to feed telematics data into their existing scheduling system. The aim of this is to trigger notifications and messages specifically for customers.

Secondly, in 2020 Linde is aiming to achieve access to all their telematics data via an API in order to publish it onto one unique dynamic Tableau dashboard. Multiple user groups can then access both high-level KPIs (Key Performance Indicators) and individual reports.

GREECE

92.5% reduction in harsh acceleration

53% reduction in harsh braking

98% reduction in speeding



ROMANIA

97% reduction in speeding



TURKEY

95% reduction in harsh acceleration

70% reduction in harsh braking

40% reduction in speeding



All RME countries

Safe kilometres: increased from 5 Mio (2017) to 25 Mio (2019)

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