



# CUSTOMER CASE STUDY



“

*MiX Telematics' solution helped us to ensure safe delivery of our product to customers in a scenario where there was increasing demand. The solution monitored the driving behaviours of our chauffeurs, ensuring that safety rules are respected and making it possible to coach drivers individually where required.*

- Jesus Gallego, Director: Bulk Operations Europe, Nippon Gases

”



**NIPPON  
GASES**  
The Gas Professionals

## 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

Nippon Gases

### REGION

Europe

### INDUSTRY / BUSINESS

Oil and Gas | Gas supplier

### TOTAL FLEET SIZE

705

### VEHICLE TYPES

Heavy goods vehicles, tanker trailers, light commercial vehicles

### CUSTOMER SINCE & SUBSCRIPTION

February 2012 | MiX Fleet Manager, RIBAS, trailer ID, geofencing

### AIMS

Improve safety

### CUSTOMER WEBSITE

[www.nippongases.com](http://www.nippongases.com)

# European gas professionals navigate the challenges of a pandemic with the help of MiX Telematics

## Charting unknown territory

Nippon Gases is the fourth-largest industrial and medical gases company, supplying product to customers throughout Europe.

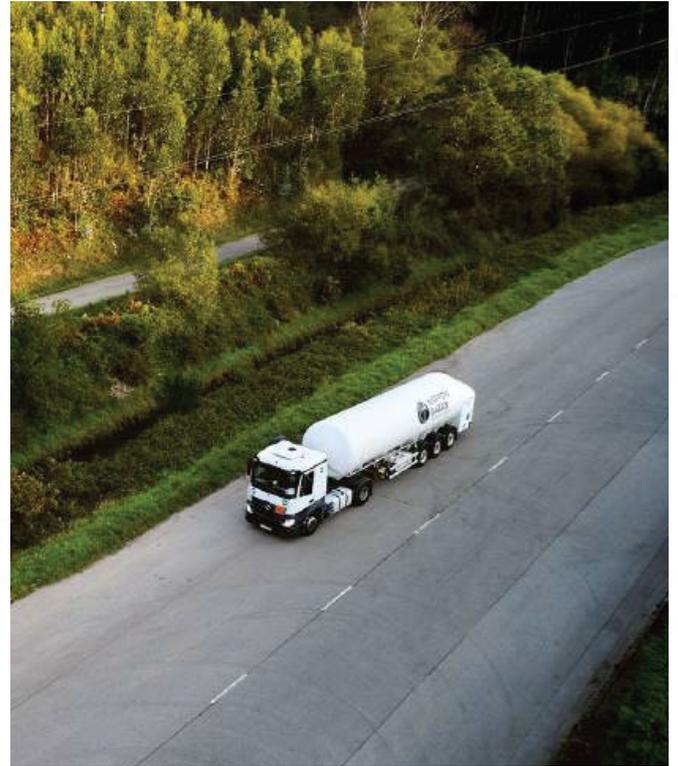
They are currently present in more than 13 countries. Nippon Gases supplies laboratories, greenhouses, fisheries, pharmaceutical and biotechnology companies, and many more industries.

The company places a high priority on safety when distributing their products and also want to ensure that customers get what they need in a timely and agile manner.

Since the industrial gas industry, and Nippon Gases in particular, have reduced production-related safety incidents to extremely low rates, there is also a greater focus on distribution as a key factor in safety performance.

With the onset of the COVID-19 pandemic in 2020, the demand for medical oxygen, which is used in the treatment of COVID-19 patients, skyrocketed. Nippon Gases and their haulers faced the challenge of meeting this increased demand while continuing to maintain high safety standards.

Getting potentially life-saving oxygen to hospital patients is crucial so there's great need to minimise the risk of a truck getting into an accident while transporting products.



## Paving the way for a better tomorrow

Special focus was given to the bulk fleets of countries such as Italy and Spain as well as the gas cylinder transport fleets of Germany, Belgium, Netherlands, and Italy as these fleets were handling the majority of the increased demand for medical oxygen.

The solutions provided to Nippon Gases in an effort to improve their safety standards as much as possible include:

- MiX Fleet Manager to closely monitor unsafe driving behaviour, like speeding, that may increase the chance of an accident occurring and then provide data and reporting so Nippon Gases can offer proper driver coaching to create awareness around safety on the road and improve driving styles.
- RIBAS, an in-cab driver display, that helps drivers improve their driving style by sending them warnings, that increase in urgency as time goes on, so they can self-correct their behaviour should they engage in an aggressive driving event (like harsh braking).
- Trailer ID to accurately track trailers that are transporting valuable cargo to make sure they don't get lost or stolen and ensure that the cargo gets to those that need it most in time and intact.
- Geofencing to ensure that vehicles remain within predetermined areas. Should they exit those areas, an alert is immediately sent out and then the reason for the vehicle diverging from their planned route can be explored.

**MiX Telematics was able to fully support Nippon Gases throughout the pandemic, understanding the urgency of the situation.**

All of the above MiX Telematics solutions help to track vehicles in real-time to ensure they remain safe, follow scheduled routes and monitor unsafe driving behaviour to help reduce accident risk. Less risk that the crucial medical oxygen is transported safely from beginning to end so that it can be used to help medical professionals save many lives. Tracking trips from start to finish can help determine whether drivers are on the most efficient route possible to get to their destination on time and should a route become too traffic heavy, steps can be taken to choose a better route in the moment.

# RESULTS

## Staying on the frontlines

Nippon Gases have now improved the safety of their fleets by reducing risky driving behaviours like speeding and harsh braking and thus improving the chances of products getting to the correct destination in a timely and correct manner. They have also been scoring their drivers based on whether they engage in certain driving events. This scoring helps identify who should improve their driving style and gives supervisors an opportunity to coach these drivers in ways they can improve their performance.

Vehicle stability is also being monitored using a MiX Telematics on-board computer that measures g-force. If a driver corners too quickly, the vehicle is more likely to roll over. In turn, this puts both the cargo and the driver at risk. Also, if a driver brakes and accelerates too quickly, this can damage cargo and is likely an indicator of aggressive driving that needs to be corrected.



“

MiX Telematics is our primary way of ensuring that our medical oxygen is transported safely and efficiently to hospitals in need.

”

**Evgeny Gavrilenko, Engineer: Bulk Operations Europe, Nippon Gases**

Further benefits that Nippon Gases now enjoy are real-time alerts to let supervisors know when a vehicle is not moving after a certain amount of time passes so that the driver can be contacted to check if any issues arose and reporting has been standardised so that all countries are monitoring and aiming for the same KPIs across the board.

Nippon Gases will be continuing to help the national healthcare systems of countries across Europe for as long as it takes by not only supplying medical gases to hospitals but also providing delivery and on-site production of dry ice as well as the use of liquid nitrogen and other cooling solutions. They are also providing packaging solutions to guarantee that COVID-19 vaccines are continuously kept at the optimal temperature as they are transported from the production site to vaccination centers.