CUSTOMER CASE STUDY

CRUSADER LOGISTICS

There's no Sport like Transport

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
Crusader Logistics

COUNTRY
Durban, South Africa

INDUSTRY
Transport and Logstics

TOTAL FLEET SIZE
28

SOLUTION
FM Communicator with FM-Web

CUSTOMER WEBSITE
https://crusaderlogistics.co.za/

miX | TELEMATICS
MOBILE INFORMATION EXCHANGE

Business Challenge

With vehicles that move valuable cargo all around the country – as well as into Botswana – 24 hours a day, it comes as no surprise that Crusader Logistics employs a full in-house monitoring team to track vehicle movements at all times. As such, they required the latest fleet management system for tracking and monitoring. Their aim was to boost efficiencies and cater to their customers' peace of mind.

In 2003, while on the lookout for a more reliable fleet management solution than they were using at the time, the team at Crusader Logistics was introduced to MiX Telematics.

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MiX Telematics put forward a way for us to run and manage our fleet effectively and professionally. They offered a total fleet management solution according to what we were looking for, and the software seemed very user-friendly and easy to use.

Vishal Raghubar, General Manager of Crusader Logistics

Solution Provided & Implementation

A MiX Telematics on-board computer, known as an FM Communicator, was installed in 28 Crusader Logistics trucks. At first, the customer opted to only use the software to track and monitor vehicle movements, but soon they moved on and made use of other valuable features.

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We now use the MiX Telematics solution to manage and control various aspects of our operation more effectively.

Vishal Raghubar, General Manager of Crusader Logistics

These aspects include:
• Managing service and maintenance schedules
• Fuel management
• Driver style and behaviour monitoring

Reporting into FM-Web, MiX Telematics' feature-rich online information and tracking portal, the FM Communicator offers extensive driver and vehicle management functionality. It also uses an on-board GPS and GPRS modem to generate and supply extensive data in real-time.

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As much as we ourselves have benefited from the solution, we can now also offer a better overall service and benefit to our customers as a result.

Vishal Raghubar, General Manager of Crusader Logistics

Results Obtained

Soon after implementation, Crusader Logistics started to experience an improvement in their operational times, and routing and planning for their trips was simplified and improved. By monitoring their fuel consumption via reports in FM-Web, they were also able to identify patterns and save on their monthly fuel spend. Monitoring and improving driver behaviour has been a key enabler in bringing about this benefit.

Now, using the valuable information provided by the same reports, Crusader Logistics is able to keep in line with their budgets. By managing their drivers and briefing them on areas where they can improve their driving style, the company has been able to dramatically decrease the rate of accidents and incidents to become virtually non-existent.

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