

Daimler Truck Inc

2,5 MILLION FULLY AUTOMATED WORKSTEPS PER DAY



CUSTOMER

Intelligent telematics solutions are the basis for efficient fleet and data management. This is precisely what Daimler Truck Inc offers with its Fleetboard solutions installed by 7,000 customers in around 360,000 trucks worldwide. From deployment analysis and reports to profitable control and order planning and processing optimization, Fleetboard offers customers a wide range of possible applications. In addition, customer Service supports customers from new orders to troubleshooting.

REASONS FOR ISONET

- ▶ Daimler Truck uses the 446 Plattform[®], to automatically record trucks worldwide in the system with all their data (activation).
- ▶ The 446 Plattform[®] uses complex root-cause analysis to generate solution proposals for processing malfunctions in the area of commercial vehicle telematics (Fleetboard).
- ▶ Around 200 employees worldwide work with Isonet's software, manage approximately 360,000 vehicles from 7,000 customers, and process approximately 12,000 tickets (customer inquiries, malfunctions, and vehicle activations and deactivations).
- ▶ Thanks to the integrated workflows with up to four hierarchy levels, millions of manual work steps could be automated.

COMPACT

Company headquarters:	DE Stuttgart
Employees:	99.640 (2021)
Industry:	automotive Economic
Area:	worldwide
Annual sales:	34.7 billion euros (2020)

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CHALLENGE & DEPLOYMENT OF THE 446 PLATTFORM®

Since 2009, customer support in this area has worked with Isonet software as a ticket system to organize customer support effectively. The number of vehicles and the complexity of the systems have grown steadily until today. Accordingly, the challenge to process the increased data in an efficient and automated way grew. Over the years, the use of the Isonet software has been steadily expanded and optimized, so that in the area of telematics applications, **around 200 employees worldwide now use the 446 Plattform® to process incidents, and vehicles are automatically activated deactivated.**

SOLUTION

Fully automated vehicle activations

The 446 Plattform® is used, among other things, for the activation and deactivation of vehicles. Activation, in this case, means that the hardware is put into operation in the vehicle of a Daimler Truck Inc customer. This procedure is very complex. After all, hundreds of data have to be recorded and processed. Therefore, over a more extended period, vehicle activations were carried out manually by employees. Starting in 2019, Isonet began to gradually automate this process with the support of the 446 Plattform®. Since 2021, this process has been fully automated. For this purpose, Isonet customized the workflow to automatically initiate work steps and coordinate and connect the complex software systems involved in the activation.

BENEFIT OF THE SOLUTION

- Workflows with root cause analysis with up to four hierarchy levels significantly reduce the workload.
- Tickets for incidents are automatically categorized and assigned to the appropriate agents on the 446 Plattform®.
- The system automatically creates status emails in over 14 languages.
- For vehicle activations and deactivations, the 446 Plattform® initiates the work steps and links the various software systems with each other.

Many years of successful cooperation

Automated processing of faults

The 446 Plattform® workflows ensure maximum efficiency in the processing of malfunction cases. Examples of incidents include no data or incorrect data, such as incorrect fuel, acceleration or braking values, and truck supply to the fleet management system.

The workflows are individually developed by Isonet and communicate with the vehicles, query data or call up diagnostic data, among other things. The 446 Plattform® performs a root cause analysis with currently up to four hierarchical levels.

The faults are automatically categorized and assigned to appropriate specialists. These workflows enable employees to narrow down better the cause of the fault, which significantly simplifies processing.

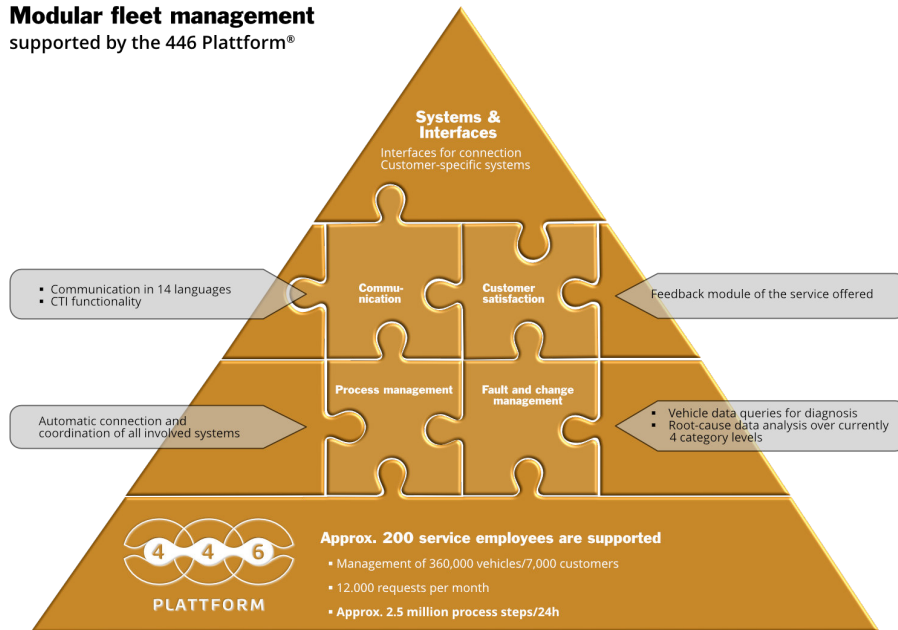
The following figure shows how complex the work of the workflows is: around 2.5 million individual workflow steps were processed by the 446 Plattform® in 24 hours from April 19 to April 20.

Learnings for Isonet and enhancements to the 446 Plattform®

Due to the complexity of the workflows and application scenarios, Isonet also customized the 446 Plattform® itself to ideally meet the requirements of Daimler Truck Inc customer support:

- **CTI functions:** Isonet has integrated server-based support for a cloud telephone system.
- **Data protection features:** The 446 Plattform® can prevent users from pulling sensitive customer data and evaluations from the system.
- **Feedback module:** It is now possible to measure customer satisfaction via the 446 Plattform®.
- **Plug-Ins:** Isonet has created new extension interfaces for customer-specific plug-ins to connect the systems in use optimally.

Modular fleet management supported by the 446 Plattform®



»What the 446 Plattform® offers us in terms of possibilities is great. It can be used flexibly, automatically categorizes tickets, and makes our work easier every day. Furthermore, because we look after our customers worldwide, we also benefit from the function that sends status emails fully automatically in the respective national language.«

Heiko Schönemann · Supplier Manager
Daimler Truck Inc



ABOUT ISONET

With its Systemic Process Management, the 446 Methode®, Isonet combines process analysis and management consulting innovatively and thus enables companies to solve future tasks. Since its founding in 1994, the company, with its offices in Zurich and Leipzig, has been serving numerous customers from various industries with different company sizes. Isonet's IT solution, the 446 Plattform®, optimizes your processes individually, flexibly, and holistically, enabling you to react agilely to market developments at any time. The joy of collaboration creates freedom for innovation.