

ORBCOMM®

CONNECTING THE
WORLD'S ASSETS

CASE STUDY



How Cold-Chain Monitoring helps Transports EON deliver the brightest bulbs

Transports EON, a French fleet specialising in the transportation of bulbs, flowers and plants needed a complete solution for visibility of its assets. It turned to ORBCOMM for its refrigerated truck and trailer solution to improve visibility and efficiency, maximise trailer usage, and minimise the risk of accidents.

The family-run business already had substantial experience with telematics and knew that it required a unified technology all on one platform to manage its fleet of semi-trailers. After an initial meeting, and extensive further research, Transports EON decided on the ruggedised hardware and robust and in-depth software offered by ORBCOMM.



The Company

Transports EON is a specialist, family-owned transporter of bulbs, flowers and plants, based in the Loire Valley in France. Founded in 1957 in Ste Gemmes sur Loire, the company has been recognised for its expertise in France and throughout Europe for over 60 years. Employing 19 staff, the team is specially trained in the transport of bulbs, hot plants and cut flowers.

The company makes regular deliveries from the Netherlands and Belgium to serve Pays de Loire and Brittany. It also delivers daily to the main flower and plant markets in the Netherlands as well as customers throughout continental Europe.

The Challenge

Transports EON already had substantial experience with telematics providers on their trucks after nearly two decades in business. However, they required an extension of the solution to bring together all their assets.

The company wanted to manage several different brands of refrigerated equipment and for the information to be available on a single platform to meet the traceability of all goods. They needed to increase visibility of their semi-trailers and improve the monitoring of their temperature-sensitive cargo. They needed reliability, traceability and reporting capacity.

“We had a telematics solution in our tractors for 19 years, delivering vehicle data. My father has always been a forerunner in this area. However, we had no view of our semi-trailers and the temperature of our goods.”

Benoit EON, Transports EON



The Solution

Transports EON went through a review process before deciding that the ORBCOMM temperature management system was right for them. The company discussed the platform with some existing customers to find out more about their experience, before deciding to purchase.

The robust, temperature tracking BT 320 hardware and the reliable and in-depth analytics monitoring tool were the ideal combination to help EON Transports to meet their business goals. ORBCOMM's reefer tracking provides status and position updates every five minutes as standard. Updates include information on settings, mode of operation, air temperatures, fuel level, door status and many more. Alarm notifications, temperature out-of-range conditions or events like door openings are reported in real-time, delivering complete visibility of all assets in a reefer fleet.

Designed and engineered in-house, the BT 320 is a precision engineered hardware device suitable for all refrigerated vehicle types. The use of the platform delivers complete visibility over its entire fleet through a single portal for Transports EON.



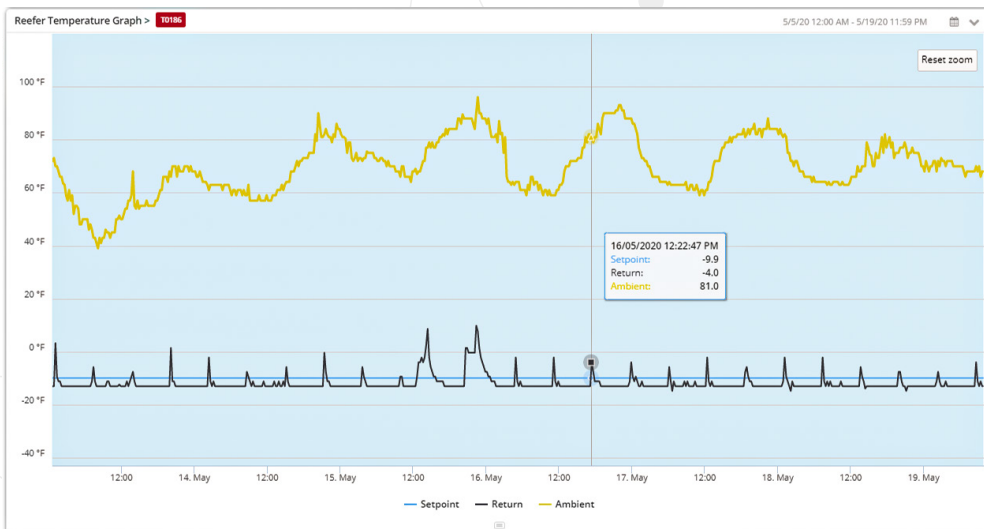


The Results

ORBCOMM has enabled Transports EON to protect its cargo, improve customer satisfaction and reduce financial and operational risks.

“What really appealed to us is the highly intuitive software platform, which allows us to generate numerous automatic reports, among others, for the maintenance of our refrigeration units by receiving alarm codes and temperature curves for the traceability of our assets, as well as associated alerts. We are no longer obliged to suffer, but we can now anticipate,” according to Eon.

In utilising the platform, the Transports EON team can monitor the status of refrigerated units and track every vehicle remotely and in real-time with live alerts. Emailing temperature graphs to customers can be scheduled. Proof of temperature can be emailed with scheduled reporting. Fault and error detection is available in real-time, thanks to direct connection to refrigeration units and monitoring algorithms. This helps to identify any problems or human errors and instantly deliver a message via SMS or email alerts to relevant stakeholders.



About ORBCOMM

ORBCOMM is a global leader and innovator in the industrial Internet of Things, providing solutions that connect businesses to their assets to deliver increased visibility and operational efficiency. The company offers a broad set of asset monitoring and control solutions, including seamless satellite and cellular connectivity, unique hardware and powerful applications, all backed by end-to-end customer support, from installation to deployment to customer care. ORBCOMM has a diverse customer base including premier OEMs, solutions customers and channel partners spanning transportation, supply chain, warehousing and inventory, heavy equipment, maritime, natural resources, and government. For more information, visit www.orbcomm.com.