

## IOT INNOVATION FROM NEECO AND TATA COMMUNICATIONS DELIVERS DYNAMIC LOGISTICS FOR INTERNATIONAL DAIRY COMPANY

“We were glad to have Tata Communications’ global mobile infrastructure complementing our Trexee global tracking solution to offer the best, tailor-made solution.”

David Patek, CEO, Neeco

“Enterprises need solutions that deliver pervasive connectivity to capture, move and manage information on a global scale, ensuring the success of IoT projects.”

Damien Stephens, AVP Mobility and IoT, Tata Communications

### CHALLENGE

An international dairy company needed tighter logistics control. Priorities included reducing thefts and damage, while shortening delivery times and making more effective use of vehicles. Neeco and Tata Communications stepped up to the plate.

### SOLUTION

Neeco proposed its Trexee global asset tracking solution, which provides detailed vehicle location and pallet monitoring. Tata Communications MOVE™ SIM cards in the Trexee devices provide secure and constant data transmission.

### RESULTS

After just four weeks of testing the solution, the dairy company saw a huge decline in thefts and damage. Now drivers and vehicles are significantly more efficient, cutting costs and protecting the bottom line while offering higher-quality and personalised customer service.



**11% reduction**  
in goods damage



**30 minutes saved**  
on every delivery



**12% drop**  
in pallet theft



**380+ mobile networks**  
available

# NEED TO RESPOND TO RISING CUSTOMER EXPECTATIONS

**“It was important to this customer to have unrestricted choice of more than one mobile network operator in each country. Tata Communications MOVE™ delivers exactly that.”**

Michal Hekrlé, Product Manager, Neeco

## ABUNDANT MOBILE CONNECTIVITY IS AN IOT MUST-HAVE

### Urgent process overhaul needed

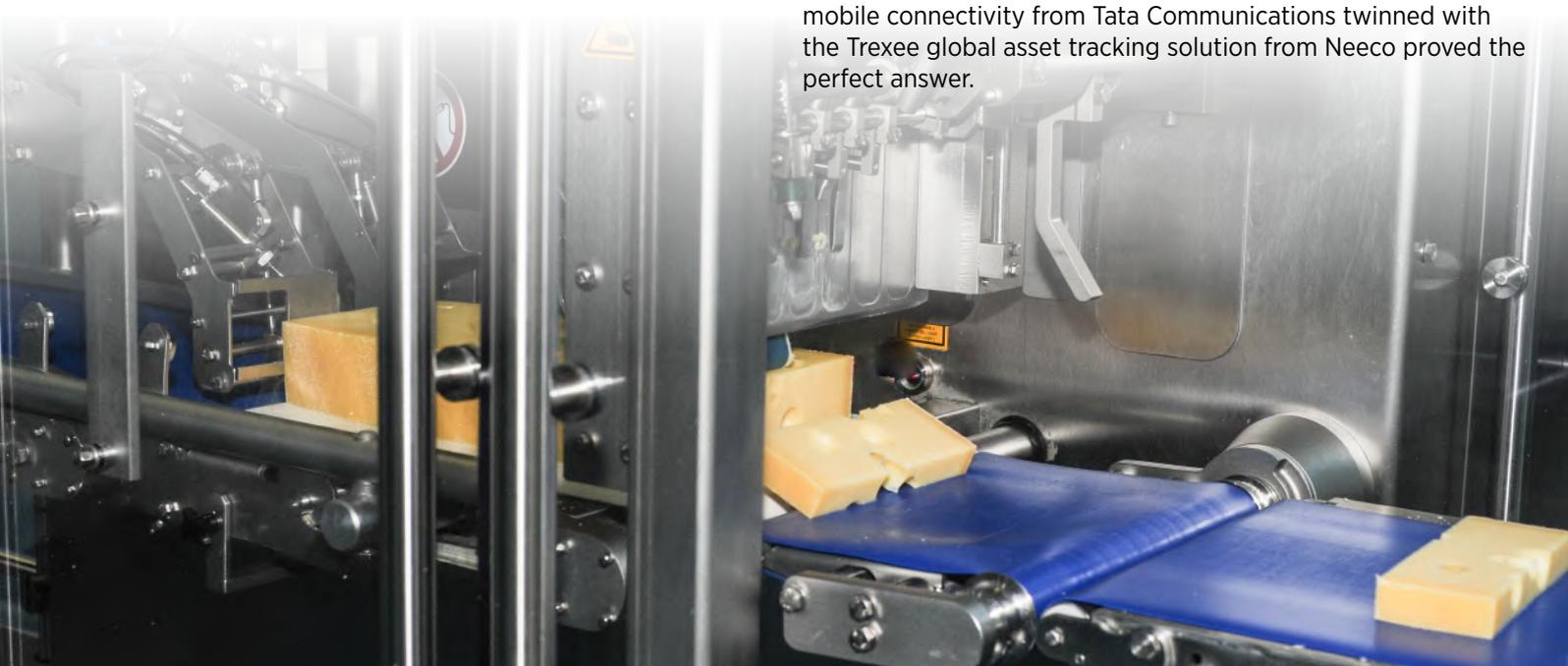
With exploding demand for IoT solutions in logistics and transportation, the Neeco and Tata Communications partnership delivers reliable and secure systems anywhere in the world.

Rising customer expectations saw an international dairy company's delivery services falling below par. Inadequate processes meant it wasn't possible to maximise driving efficiency, lower fuel costs and cut the cold-chain supply window. Customer satisfaction was in jeopardy, too, as deliveries couldn't be scheduled at times precisely suiting each account.

### Targeting much higher standards

Damaged goods were running at a costly 14.4%, while pallet theft was also high at 12.9%. The company wanted to reduce damage and pallet theft to three per cent and five per cent respectively. It was essential to find out where and how the problems were occurring.

An online monitoring system would shed light on those unexplained issues, while enabling customers to see the progress of their orders in real time and drivers to report delays. But the company's cross-border business made connectivity a complex matter, especially the need to negotiate with multiple mobile network operators (MNOs). The winning combination of mobile connectivity from Tata Communications twinned with the Trexee global asset tracking solution from Neeco proved the perfect answer.



### About Neeco

Neeco is a world-class provider of ICT services with its own innovative solutions such as the market leading Trexee system for global asset tracking. In addition to systems integration and technology delivery around the world, Neeco offers comprehensive expertise and a unique centralised management model.



**Real-time actionable insight from Trexee devices optimises fleet efficiency**



## SEAMLESS AND FULLY-INFORMED IOT EXPERIENCE

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Damien Stephens, AVP Mobility and IoT, Tata Communications

## BORDERLESS ENCRYPTED DATA TRANSMISSION

### Technological excellence counts

To achieve these goals, the company turned to Neeco and its state-of-the-art Trexee global asset tracking solution. Mounted on each vehicle with strong magnets, Trexee devices log a wide range of factors including impacts, tilting and acceleration – providing in-depth understanding of driver behaviours. A web portal makes it easy to set up the desired features and co-ordinate the fleet with greater dexterity thanks to 360° visibility.

### Choice of the best MNOs

The conundrum of how to ensure cross-border connectivity was solved by the partnership between Neeco and Tata Communications. Neeco equipped its Trexee IoT sensors with Tata Communications MOVE™ SIMs, which transmit usage data from each vehicle over the air. RFID cards inside the Trexee devices also monitor all the pallets, sending out updated information every two seconds.

The data collected by the devices is transmitted to the Neeco cloud-hosted engine over the Tata Communications MOVE™ platform, fully managed and offering encrypted end-to-end connectivity. As vehicles enter new zones, Tata Communications MOVE™ seamlessly connects them to different mobile networks (out of a possible 380), automatically choosing the best MNO in each country and assuring uninterrupted data access. Costs are transparent, too, with a flat rate across zones and usage-based billing.



**Trexee with Tata Communications MOVE™ makes it possible to tailor delivery times to individual clients' needs**



## RAISING SERVICE LEVELS AND LOWERING OPERATING COSTS

**“The speed and scale of the improvements to this customer’s logistics operation is unprecedented. That serves to underline the value Trexee delivers in conjunction with Tata Communications.”**

Michal Hekrlé, Product Manager, Neeco

### Supplying the data needed to see and rectify shortcomings

In a four-month testing period, close co-operation between Tata Communications and Neeco helped the customer achieve its goals. Accurate data from Trexee devices revealed goods were being damaged when drivers rushed to meet deadlines, took corners too aggressively or used unsuitable short-cuts. The incidence of damaged goods dropped from 14.4% to three per cent. Pallet thefts are below one per cent, far lower than the original target.

The ability to intelligently co-ordinate the entire supply chain and fine-tune schedules has enabled the company to save over 30 minutes on every delivery. This scale of efficiency has substantially reduced costs across the board, which strengthens the bottom line while further improving profitability and customer service levels. Aggressive driving is no longer a concern, making the whole operation safer and more streamlined.

## EXPLORE OTHER WAYS WE CAN HELP



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