



## IN tIME Direkt-Kuriere Transport GmbH

### Optimal order communication using TomTom WEBFLEET.connect

The company, successful throughout Europe, relies on TomTom WORK to optimize their order communication. In doing so, the company uses the TomTom WEBFLEET.connect interface for data communication with the company's internal software.

**Every day approximately 800 to 1,000 vehicles travel throughout Europe for IN tIME**

**The company**  
IN tIME Direkt-Kuriere Transport GmbH is a specialist for time-critical direct, special and express transports throughout Europe. It has more than 13 branches in Germany, one in Hungary and one in Sweden and a network of partners in almost every European country. Daily about 800 to 1,000 IN tIME vehicles, from cars to 7.5 ton trucks, make time-critical deliveries for automobile manufacturers and suppliers to the automobile industry. The IN tIME portfolio also includes, among other things, air charter flights and on-board couriers. IN tIME Direkt-Kuriere has been in operation since 1983.

**Quality assurance with continuous monitoring**

**The task**  
Before using the TomTom WORK solution, the company had already tried various other solutions. The last solution involved using text messages for order communication. This led to increased communication costs especially since the uses were mainly international, something to be avoided with the new solution. The plan was to outsource the solution and to connect this to the internal company software through an interface. It had to be possible to quickly and easily locate the vehicles, which would enable more flexible shipment arrangements and a higher degree of fleet utilization. This also included the dispatch of orders from the company's software directly to the drivers. Continuous monitoring of the vehicles contributes to the quality assurance.

**The entire fleet was equipped within a few months after the test phase**

**The solution**  
IN tIME found TomTom WORK at the bfp-Fuhrparkforum 2006 forum for vehicle fleets and decided on a test phase. Just a few months later, 100% of the approximately 500 permanent IN tIME vehicles were equipped with the TomTom LINK blackbox and the TomTom GO navigation system. Furthermore, all IN tIME subcontractor vehicles have a TomTom LINK for optimal connection to the fleet management. "The TomTom





TomTom LINK is indispensable for IN tIME

LINK blackbox is indispensable for us. When vehicles from subcontractors without TomTom GO leave their planned route, for example, our software sends an alarm. We then contact the corresponding driver and use the WEBFLEET map to guide him back to the correct road. Once the device has been installed it is reliable – and that is exactly what we need." says Eckhard Schaede, procurement officer and head of the IT department at IN tIME.

WEBFLEET.connect - interface to the company's internal program

IN tIME has been able to use the TomTom WEBFLEET.connect interface to integrate the disposition program developed by them. All location and order status messages are replicated directly in the program database. This allows IN tIME to keep an overview of all of their vehicles and their subcontractors' vehicles and almost completely automate the quality assurance. Disposition and order communication only run over the internal disposition program that is connected to TomTom WEBFLEET.connect and the TomTom WEBFLEET user interface is only used for administration purposes.

Three additional reasons for selecting TomTom WORK

"Three other reasons lead us to selecting TomTom WORK. Before using connected navigation, we only received location messages from our vehicles every 30 km. Now we get them every minute. This way we always know exactly where the vehicles are. We are able to assign shipments more quickly and to more appropriate vehicles to reduce unnecessary empty trips and to improve the utilization of the entire fleet. The direct transmission of orders to the vehicles was also a convincing argument. Orders already contain the navigation destination that is automatically entered by TomTom GO at the start of the order. This saves the drivers and us at headquarters a lot of work and stress. TomTom WORK was the only one to offer a 'GPRS communication flat rate'. We only pay a set price per vehicle for the online service and for the GPRS communication. In this way we were able to drastically reduce our communication costs since expensive roaming fees for text messages are no longer a factor," according to Eckhard Schaede