




Hendrik-Ido-Ambacht,  
Netherlands

## Still Intern Transport B.V.

### Still increases response time with TomTom WORK

The response time at Still has become even faster since the service and sales employees have been equipped with TomTom WORK. The connected navigation solution allows the company to immediately inform clients of the expected arrival time of service employees.

#### The company

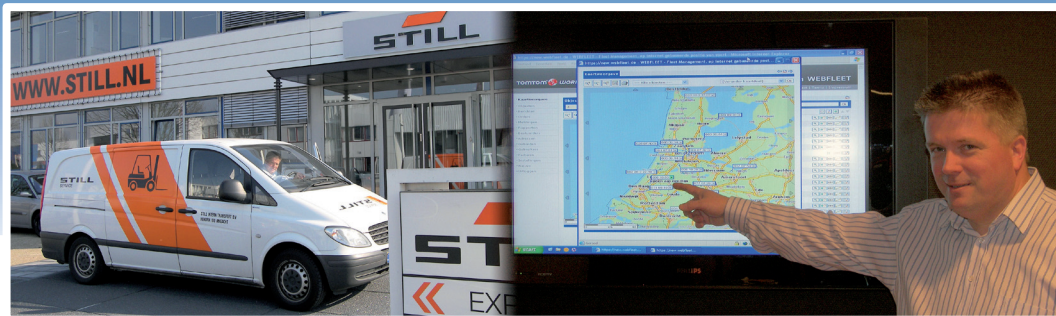
Still Intern Transport B.V., located in Hendrik-Ido-Ambacht, is a subsidiary of Still GmbH. Still has a leading position in the market for internal transport and is the market leader in the area of electric forklift trucks and reach trucks. Recently Still introduced a hybrid forklift truck – with a combustion engine and an electric motor – which further strengthens its position in the market. Still Intern Transport employs 195 people and the company has 115 commercial vehicles equipped with TomTom WORK.

#### The challenge

The service employees at Still operate in six regions. Every region has a coordinator who maintains contact with both the service employee and the client. Service employees carry out work required by maintenance contracts and are also available to resolve problems on an ad hoc basis. Until recently, the coordinators were continually phoning the service employees to enquire as to their location and availability. Questions such as “where are you now?” and “how much more time do you need?” were handled via the telephone and that consumed a lot of time. In addition, the „regional mindset“ occasionally led to situations in which a service employee was near a site that required service but was not sent because the location was outside his region. The desire arose to be able to more quickly locate service vehicles, have them arrive at the client’s location more quickly and to reduce the amount of telephone traffic in order to improve the availability of coordinators for clients.

Quicker location of  
service vehicles and  
reduction of phone  
calls





### The solution

Uses Connected Navigation in 115 vehicles

Still is working in various areas to streamline company processes. Wim de Vries, Manager Service, and Alex van Hengel, Assistent Manager Service, began looking for a solution for the 115 service vehicles that could provide both navigation assistance and traceability. Seven providers presented solutions to the team, and TomTom WORK was chosen due to its connectivity, traceability and navigation, all of which are provided in a user-friendly manner. Van Hengel explains: "TomTom WORK is easy to use, and this is an aspect that Still considers absolutely essential. On a single screen we can follow our vehicles and see whether the driver is available. That eliminates a step in the process – all those telephone calls – and that results in time savings."

"... our people arrive at the client's location more quickly ..."

"With TomTom WORK our people arrive at the client's location more quickly, they can be called upon more rapidly and response times are reduced," explains de Vries. "Our clients increasingly request real-time status information, and with the assistance of TomTom WORK we can provide it quickly and easily." The coordinators at Still follow vehicle movement on-screen, so they always have real-time information available. "The implementation of a system in which the vehicles are traceable requires support from the users," according to de Vries. "The ability to use the TomTom for private use also played an important role. Drivers can use Webfleet to maintain their own administration of private use for their income tax declarations; they are particularly enthusiastic about that."

Real-time status information, quicker and easier

"We have already become more flexible with regard to regional divisions, and in the future the boundaries will play an even smaller role. The coordinators have more time for contact with the clients because they don't have to phone with field employees as often. "In the near future we want to link our client file in SAP with TomTom WORK to be able to produce reports even more efficiently," states de Vries. "With TomTom WORK we can increase our level of service." Van Hengel adds: "TomTom WORK provides countless possibilities – we actually only use a small percentage of them and that has already resulted in great efficiency gains."