

Supplier of fuel transportation and humanitarian goods to UN agencies and Non Governmental Organisations, predominantly in Sudan, Africa and the Middle East. Tristar is part of the Agility Group Transport Company.

geographic area served

Global

challenge

Enhance Tristar's offering and value proposition by providing an asset monitoring solution to enable customers to receive real-time global coverage of their goods during transportation. With no radio communication and vehicles travelling for many weeks in hazardous terrain, Tristar needed to know where the vehicles were at any point in time and if in difficulty, what the problem was. The company also needed to better understand the utilisation of its fleet as well as individual vehicles and drivers in order to improve efficiency. The tracking solution would need to allow Tristar to plan journeys and compare its predictions with the actual journeys undertaken to ensure continued prompt delivery of cargo.

solution

Tristar Energy deployed Satamatics' satellite-based technology to provide remote GPS position and data collection to its fleet. The solution provided by Satamatics allows Tristar to have accurate data regarding when its vehicles depart, what their location is at any time whilst on route and when they have arrived at their destination.

Each vehicle is equipped with a stand-alone Satamatics GPS satellite device, wired to detect the ignition conditions of the vehicle. Each vehicle is also fitted with an "in cab" terminal, which allows two-way text communications between the logistics centre and the vehicle at any time. Each vehicle will report its position at fixed time intervals chosen by Tristar. The tracker also has sensor inputs to monitor speeding, idling and the actual distance travelled. As the majority of Tristar's transportation contracts are in hazardous areas, they have deployed Satamatics' SAT-201C unit, which has the necessary classification. The unit also provides an immediate response to an emergency situation, along with electronic reports of the utilisation of the fleet through a secure web application. This data is invaluable when running an operation in the very difficult conditions in Sudan.

Satamatics has also provided Tristar with an electronic log book within the application, which has fleet utilisation and a route planner built in. This allows Tristar to compare the actual travel with the planned travel and will measure the difference, calculating the down time on each vehicle and dedicated fleet.

To help with visibility, Satamatics has provided Tristar with a secure web-based solution which its customers are able to access via a user log-in from Tristar's logistic centre. This enables the customers to track the progress of their own cargos being carried by Tristar vehicles.

results

- The capability to offer customers the ability to monitor and control their assets
- Customers can track assets using direct-to-desktop web-based mapping and tracking tools
- Service offering now includes ability to extract data on the operation of the fleet, allowing more accurate fleet management
- Real-time service is reliable in even the most remote terrains
- Better asset planning and utilisation efficiencies for customers. For example, the ability to see a fleet operating below the required level and allowing plans to be put in place to increase the utilisation, thereby saving cost
- Customers are able to quickly and easily respond and plan any required actions in response to an emergency situation, such as vehicle breakdown, hold up or hijack
- Instant two-way communication with the driver of the vehicle at any time
- Improved relationships between Tristar and its customers

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