

COOL, COOLER, COOLEST!

How Müller Fresh Food Logistics achieves total cool-chain visibility

Müller Fresh Food Logistics is a leading specialist in logistics services for the perishable food industry. Throughout Benelux and Germany, distribution centers of large fresh-food wholesalers and retailers are replenished on a daily basis by the temperature controlled trailers of Müller. A dedication to the highest quality- and hygiene standards forms the back-bone of Müller's service proposition to its clients. To achieve complete visibility in the cool chain, all trailers of Müller have been equipped with Sycada's online temperature monitoring and GPS tracking solution.

Problem

- Controlling temperature using mobile data loggers was labor intensive and error prone, and provided too little information too late.
- Visibility in the cool chain was insufficient to both Müller's quality management staff and to clients.
- Proactive and real-time monitoring of trailer temperature was an explicit and growing requirement of the clients in the industry.

Solution

- All trailers are equipped with Sycada's rugged trailer tracking device – the Xtreme. This device supports multiple temperature sensors with lab grade accuracy.
- Position and temperature data are being logged by the device, send via a secured mobile GPRS network, and centrally monitored with Sycada's online **m!Trace** application.
- Quality reports are generated down to the minute and alerts are proactively generated if the temperature in a trailer falls outside a specified range.

Benefits

- Quality- and Operations Management of Müller have direct access to position and temperature data of individual shipments.
- Operations can be alerted in case of cool chain problems and issues can be resolved before cargo is potentially compromised.
- Service Levels can be reported to clients objectively and without administrative hassle, thus strengthening Müller's relentless strive to improve quality of operations.



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Tech Talk

- ☞ Sycada Mobile Solutions is responsible for the entire solution, including hardware, software, systems integration and GPRS connectivity.
- ☞ Sycada partner European Truck & Trailer Care is responsible for installation and maintenance of the installed tracking devices.



Hardware

- ☞ Sycada Xtreme GPS tracker mounted outside the trailer and supporting temperature sensors placed in the refrigerated cargo areas.

Software

- ☞ Sycada's **m!Trace** web application for tracking and temperature logging is available to authorized users.
- ☞ Operational reports, with visual representation of temperature evolution and cool motor operations, are easily generated.
- ☞ Temperature ranges and other shipment specific rules are defined and proactively monitored in the system.

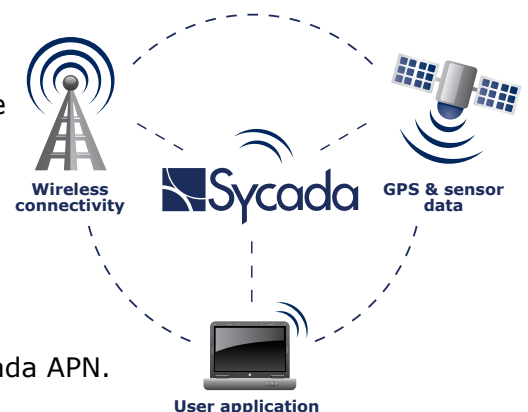


Installation

- ☞ Sycada's trusted installation partner ETTC (European Truck & Trailer Care) supports installation and maintenance of the monitoring system from five locations across the Netherlands.

Infrastructure & Connectivity

- ☞ Sycada's remote server infrastructure provides the backbone for the entire solution facilitating:
 - Registration and analysis of GPS data
 - Remote maintenance of GPS trackers
 - Over-the-air system updates
 - Data security
 - Interfacing with 3rd party systems
- ☞ GSM/GPRS data communication takes place via a secure Sycada APN.
- ☞ Sycada facilitates flat-fee European roaming.



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