



D A M O V O

# UCC meets IoT - Business triggered communication for cargo transport



## Change Driver

Industry analysts estimate that 32% of refrigerated cargo is at the wrong temperature at time of loading onto refrigerated vehicles.

A transport company that delivers meat products across Germany has particularly high requirements that their perishable goods reach their destination at the right temperature.

If the cargo arrives at the wrong temperature (too low or too high) the customer refuses to accept it and the company's reputation is at risk.

The transport company is now looking for a solution that guarantees onward transport as quickly as possible in the event of an interrupted cold chain.



# DAMOVO

IoT Sensor



Low Code Platform



Webex Teams



## Damovo Approach

Damovo developed an automated communication process based on a low-code platform. IoT sensors were installed in the trucks and everything was integrated with the existing UC application - Cisco Webex Teams.

This now means that the freight carrier can centrally monitor all of the trucks and automatically initiate and communicate an appropriate resolution in the event of a breach of the cold chain.

If this happens the carrier is automatically notified of the cargo temperature threshold breach and the severity of the problem.

They can then take immediate action to protect themselves by contacting the shippers and advising them of the problem. As part of the remediation they can decide to return the shipment for inspection, or automatically initiate the replacement of the vehicle without affecting the cargo, and simultaneously notifying the repair service.



## Customer Value

DAMOVO

### How the **employee** benefits

Employees are now informed automatically when there is an issue thanks to the automation of the process.

They also receive instructions on the resolution in a timely manner.

### How the **company** benefits

The temperature-controlled freight carrier has strengthened its reputation as a trusted partner.

Vehicle downtime is reduced because they are now much faster in getting substitutes and notifying the repair service.

This has improved not only the employee experience but has also had a positive effect on the customer experience.