

Integrating and Enhancing Development and Support for a Telematics Service Provider

Client Profile

A prominent U.S.-based provider of trailer telematics solutions dedicated to empowering fleet operators with advanced tools to monitor, manage, and optimize their assets.



With iSAT, the client achieved substantial improvements in **asset lifetime**, reduced **maintenance expenses** and streamlined **audits and daily operations**.

CHALLENGES

The client struggled with:

- Limitations in scalability due to legacy application modules, struggling to handle over 50K trailers and process 7M+ messages daily
- Lack of support and integration capabilities with third-party sensor providers
- Aggressive timelines for delivering changes

SOLUTIONS

ITHENA's Smart Asset Tracking solution, iSAT was deployed with features including:

1

System Integration and Timely Delivery to Changes

Delivered device microcontroller unit (MCU) integrations with new features and enhancements, ensuring timely and high-quality implementation

2

Scalable Software Provisioning

Provided scalable software supporting 3rd party sensor providers, increasing performance and platform uptime

3

Data-driven Service and Analytics

Enabled efficient management of high data volumes (50K+ trailers, 7M+ messages daily) with workflow-driven analytics to manage the infrastructure for inclusive value

4

Geo-Fence Configuration and Automated Alerts

Identified exact location of an asset and configured automated alerts to notify change in location, loss or theft

5

Cloud-Based Security

Hosted on cloud (AWS) secured data storage and management capabilities



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BENEFITS

100%

Accuracy in asset tracking

30%

Increase in maintenance productivity

45%

Rise in asset utilization

24/7

Remote access and real-time alerts