

CUSTOMER CASE STUDY



European gas professionals navigated pandemic challenges with Powerfleet's critical support

About Powerfleet

Powerfleet (Nasdaq: AIOT; JSE: PWR) is a global leader in the artificial intelligence of things (AIoT) software-as-a-service (SaaS) mobile asset industry. With more than 30 years of experience, Powerfleet unifies business operations through the ingestion, harmonization, and integration of data, irrespective of source, and delivers actionable insights to help companies save lives, time, and money. Powerfleet's ethos transcends our data ecosystem and commitment to innovation; our people-centric approach empowers our customers to realize impactful and sustained business improvement. Powerfleet serves over 2.8 million subscribers across more than 48,000 customers in 120 countries, with commercial operations in every major continent.

Customer

Nippon Sanso

Regions

Europe

Business & industry

Oil and Gas / Gas supplier

Total fleet size

705

Vehicle types

Heavy goods vehicles, tanker trailers, light commercial vehicles

Customer since & subscription

February 2012 / On-road IoT, in-cab coaching, trailer ID, geofencing

Aims

Improve safety

Results

Improved fleet safety through reduced risky driving behaviors, enhanced real-time monitoring and driver coaching capabilities, standardized reporting across multiple countries

Customer website

www.nipponsanso.com



Charting unknown territory

Nippon Sanso (previously known as Nippon Gases) is the fourth-largest industrial and medical gases company, supplying products to customers across Europe. It currently operates in more than 13 countries. Nippon Sanso provides services to laboratories, greenhouses, fisheries, pharmaceutical and biotechnology companies, as well as numerous other industries.

The company places a high priority on safety when distributing its products and also wants to ensure that customers receive what they need in a timely and agile manner. Since the industrial gas industry, and Nippon Sanso in particular, has reduced production-related safety incidents to extremely low rates, there is a greater focus on distribution as a key factor in safety performance.

During the COVID-19 pandemic, the demand for medical oxygen used to treat COVID-19 patients increased dramatically. Nippon Sanso and their haulers faced the unprecedented challenge of meeting this surge in demand while upholding their rigorous safety standards.

The critical nature of delivering life-saving oxygen to hospital patients meant there was an urgent need to minimize any risk of accidents during transport. This experience underscored the vital importance of robust fleet management systems during crisis situations and has since informed Nippon Sanso's ongoing commitment to operational excellence.



Powerfleet's solution helped us ensure safe delivery of our product to customers during a period of unprecedented demand. The solution monitored the driving behaviors of our chauffeurs, ensuring that safety rules were respected and making it possible to coach drivers individually where required."

Jesus Gallego

Director: Bulk Operations Europe, Nippon Sanso



Paving the way for a better tomorrow

During the height of the pandemic, special attention was given to the bulk fleets of countries like Italy and Spain, as well as the gas cylinder transport fleets of Germany, Belgium, the Netherlands, and Italy, since these fleets managed the majority of the increased demand for medical oxygen.

The solutions offered to Nippon Sanso to improve their safety standards as much as possible include:

- Powerfleet's fleet management platform, On-road IoT, closely monitors unsafe driving behaviors, such as speeding, which may increase the likelihood of accidents. It then provides data and reports, enabling Nippon Sanso to offer effective driver coaching and raise awareness about road safety, thereby improving driving habits.
- RIBAS, an in-cab driver display system, helps drivers enhance their driving style by sending them warnings that increase in urgency over time. This allows them to self-correct their behavior if they engage in aggressive driving events, such as harsh braking.
- Trailer ID technology accurately tracks trailers transporting valuable cargo, ensuring they don't get lost or stolen and that the cargo reaches those who need it most on time and intact.
- Geofencing capabilities ensure that vehicles remain within predetermined areas. If they exit those areas, an alert is immediately sent, and the reason for the vehicle deviating from its planned route can be investigated.

Powerfleet offered extensive support to Nippon Sanso during the pandemic crisis, demonstrating the platform's reliability during urgent operational demands.

Staying on the frontlines

The Powerfleet solutions proved essential for tracking vehicles in real time to ensure safe operations, route adherence, and monitoring unsafe driving behaviors, thereby reducing accident risk. This was particularly critical when transporting medical oxygen, which could save lives. The ability to track trips from start to finish helped determine optimal routing for timely deliveries, with real-time route adjustments made when traffic conditions required alternative paths.

Nippon Sanso has since built on these pandemic-era improvements, continually enhancing fleet safety by reducing risky driving behaviors such as speeding and harsh braking. This ensures that products reach their destinations safely and on time. The company has also implemented a comprehensive driver scoring system based on driving events, helping supervisors identify opportunities for improvement and provide targeted coaching to enhance driver performance.

Today, vehicle stability continues to be monitored using Powerfleet's onboard computer that measures g-force. When drivers take corners too quickly, the system alerts them to the risk of rollover, which could jeopardize both cargo and driver safety.

Likewise, rapid braking and acceleration events are flagged as potential risks for cargo damage and as indicators of aggressive driving that needs correction.

Current benefits that Nippon Sanso enjoys include real-time alerts when vehicles remain stationary longer than expected, allowing supervisors to contact drivers and address any issues promptly. Reporting has been standardized across all countries, ensuring consistent KPI monitoring and performance targets across their European operations.

Building on their pandemic response experience, Nippon Sanso continues to support national healthcare systems across Europe by supplying medical gases, delivering them, producing dry ice on-site, and deploying liquid nitrogen along with other cooling solutions. They also provide specialized packaging solutions to maintain optimal temperatures for transporting vaccines from production facilities to vaccination centers.



Powerfleet is our primary way of ensuring that our medical oxygen is transported safely and efficiently to hospitals in need."

Evgeny Gavrilenko

Engineer: Bulk Operations Europe, Nippon Sanso