International Truck and Engine Corporation is the operating company of Navistar International Corporation. The company produces International-brand commercial trucks, mid-range diesel engines, and IC-brand school buses, and is a private-label designer and manufacturer of diesel engines for the pickup truck, van, and SUV markets.

**Objective.**

International wanted to give its customers more real-time visibility under the hood and into the fuel tanks of vehicles on the road. The manufacturer sought a real-time telematics solution that would allow fleet managers and owners to monitor trucks from the moment the drivers and vehicles leave the lot. Monitoring capabilities would help customers better manage their businesses, lower costs by reducing or preventing vehicle downtime, and improve overall productivity.

**Solution.**

Working with many partners, International developed International® Aware™ Vehicle Intelligence, an integrated telematics solution that relays vehicle information over the Verizon Wireless NationalAccess network. Trucks are equipped with a telematics device with a Verizon Wireless NationalAccess-capable wireless data card that transmits vehicle data every one to 15 minutes, depending on customer requirements. The data card sends three types of information about the vehicle to which it is attached. Vehicle positioning data tracks routing and handles satellite-based Global Positioning System (GPS) data streams. Fleet performance information monitors accessory equipment such as refrigeration units, and includes exception reporting and home notification. Maintenance and diagnostic information tracks fault-code monitoring and service intervals.

With the Aware Vehicle Intelligence Web-based interface, fleet managers and owners can have vital maintenance, performance, and diagnostic data about their vehicles transmitted securely and reliably over the Verizon Wireless NationalAccess network.
Results.

Barely six months old, Aware Vehicle Intelligence has been installed on almost 400 vehicles.

The wireless service enables trucking companies to increase productivity, streamline operations, and protect investments. Fleet managers can monitor a vehicle’s route to improve productivity and fuel efficiencies. The consolidated view of fleet activity also allows fleet managers to better manage pickups or dropoffs, leading to savings and increased productivity.

“Before Aware Vehicle Intelligence, the fleet manager lost visibility as soon as the trucks left the yard,” says Jeff Lillig, operations manager for International’s Telematics Group. “Now managers have visibility of the fleet at any point during the day. They know any issues, and they can see that the drivers are in the right locations doing the right things.”

Most importantly, Aware Vehicle Intelligence protects trucking companies’ investments by ensuring that the vehicles are well maintained. “If a company is under-maintaining or over-maintaining a vehicle, it’s costing them,” says Lillig. “The sweet spot is maintaining the vehicles properly to save operational costs across the entire fleet.”

Aware Vehicle Intelligence allows fleet managers to be proactive in fleet maintenance because maintenance scheduling is more precise. Companies can base maintenance on the more reliable engine hours rather than mileage or calendar days. This regular maintenance, combined with diagnostic capabilities in Aware Vehicle Intelligence, keeps the trucks in operation.

One of International’s customers recently received an alert regarding low voltage on a battery, so the fleet manager contacted the driver to bring the vehicle in, only to find that the alternator was failing. “The customer told us, ‘You guys saved us from having a truck down and out of service and having to send out a technician to get the truck back in commission,’” Lillig says.

Looking toward the future, International is considering expanding the number of reporting functions in its service and integrating Aware Vehicle Intelligence with handheld devices. Based on customer demand, Aware Vehicle Intelligence may be used to track inventory, record credit card payments, and even capture signatures.

For fleet managers and trucking companies that lead the industry, the innovative Aware Vehicle Intelligence solution gives them a real advantage over competitors. GPS, telematics, and real-time monitoring and diagnostic tools, enabled by the Verizon Wireless NationalAccess network, allow trucks to “work smart” with revolutionary technology that helps fleets improve productivity, streamline operations, and protect investments—ultimately leading to an increased ROI.

• Easy-to-use. Web-based availability gives fleet managers an intuitive interface with multiple views of fleet data.

Results:
• More precise maintenance scheduling often results in fewer vehicle breakdowns.
• Vehicle fleet has more on-time deliveries and hours of productive drive-time through reduced duplication of routes.
• Automated collection of data improves fleet record keeping.
• Fleet managers can wirelessly monitor truck routes, performance, maintenance, security, and fuel levels, regardless of whether trucks are parked or in service.
• Company has increased sense of security knowing that vehicles are following their scheduled routes.

“If a company is under-maintaining or over-maintaining a vehicle, it’s costing them. The sweet spot is maintaining the vehicles properly to save operational costs across the entire fleet.”

JEFF LILLIG
OPERATIONS MANAGER,
TELEMATICS GROUP,
INTERNATIONAL TRUCK AND
ENGINE CORPORATION

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