

# .RIA

## Enterprise SaaS Fleet Management Solution through Intelligent & Reliable Telematics.

Global pioneer of trucking solutions for all business models with 35+ years of experience in the complex transportation ecosystem.

CASE STUDY

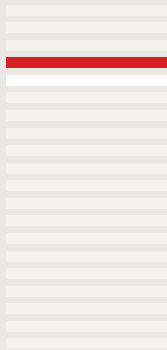
PROUDLY PRESENTED BY RIA TEAM



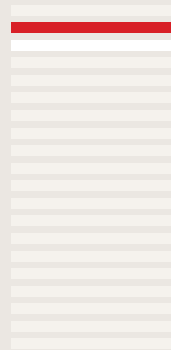
## Client Profile & Business Context. Global pioneer of trucking solutions for all business models with 35+ years of experience in the complex transportation ecosystem.

With over 1,000 employees, our customer is delivering Software-as-a-Service (SaaS) based solutions to help more than 12,000 customers manage nearly 1,100,000 assets in more than 70 countries.

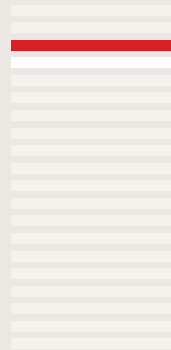
**35+**  
years of  
experience



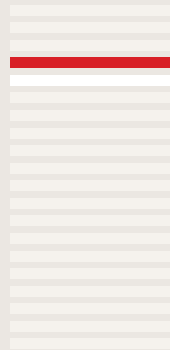
**SaaS**  
type of  
services



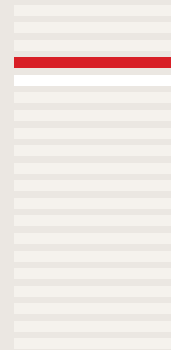
**70**  
countries  
presence



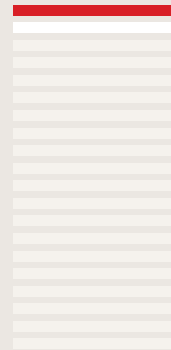
**1,100,000**  
assets



**1,000+**  
employees



**12,000**  
customers



# Challenges. In paving the way for companies to improve the productivity, reliability, safety and compliance of their fleets

our team has supported our customer in crafting a solid enterprise platform. The solution enables applications interconnectivity and streamlines logistic processes for drivers, back-office and customers.

This digital transformation journey is both exciting and demanding at the same time and it involved the following challenges:

## CHALLENGE

### Lack of scalability

in processing high volumes of data that required heavy-duty algorithms optimization and complex map re-engineering.

EMBRACED BY ● TEAM

## CHALLENGE

### Low-level integration

with telematics devices & third parties needed to ensure reliable & efficient communication of fleet operations.

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## CHALLENGE

## CHALLENGE

### High complexity

of the route management landscape which implied a critical eye in balancing distance & cost optimization strategies.

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## CHALLENGE

### Fast-paced demands

of the transportation market that required high agility in tailoring solutions to fit customer needs.

EMBRACED BY ● TEAM

## CHALLENGE

## **Our Approach & Solutions.** Our solid experience in the Logistics & Transportation sector, proven by long-term partnerships with other leaders

in the industry, allowed us to quickly match our knowledge & capabilities to the needs of our customer and to successfully enhance the digital modernization of our customer's services.

In our 8+ years of partnership with the customer, we have crafted many journeys that have driven innovation and have helped fleets thrive. Our team has evolved a suite of SaaS services & digital solutions designed to improve the speed and accuracy of all fleet activities:

### **01 Geofencing control mechanism**

a geofencing control mechanism implemented during the COVID-19 pandemic for the automatic or manual remote control of lockers to enable freight access based on geolocation.

### **02 Graphical editors**

a routing solution that runs with parallel strategies, is adjustable through hundreds of parameters and allows fine-tuning of the routes using graphical editors.

### **03 Reliable communication**

customized push-pull mechanisms that ensure real-time, reliable communication and that integrate with proprietary and third-party telematics devices.

### **04 Device customization**

tools and services to aid routes in progress, allowing dispatchers to update planned routes keeping track of actual and providing ETAs.

### **05 Dispatch strategies to:**

- find planned routes based on a GPS device's vehicle or create unplanned routes on the fly
- create stationary points based on configurable preferences and then determine when in a geofence
- create unknown stops for when the driver is stationary and a corresponding planned stop is not found
- automatically complete stops and calculate ETAs based on incoming GPS
- consider complex cases like overlapping geofences and mall deliveries

**06 Enhanced auditing**  
and reporting tools to calculate IFTA (International Fuel Tax Agreement) requirements and meet increased compliance obligations.

**07 Customized business intelligence reporting that covers metrics in the following areas:**

- driver performance metrics such as used fuel, idle time, time on the road, PTO (Paid Time Off), fuel economy
- aggregated performance monitoring (per region, per worker, per device)
- truck maintenance intelligence and equipment wear metrics

**08 Application monitoring**  
and performance optimization through intensive load & stress testing on a range of 70+ applications used by 10000+ users in 20+ complex cases.

## Technologies. Below is the technology stack used across the solution landscape.

As a Microsoft Gold Partner, we leveraged our extensive experience in Microsoft technologies to craft an architecture that would boost the robustness, scalability and availability of the fleet management solution.

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**ASP.NET**

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**Knockout**

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**DevExpress**

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**Amazon MQ**

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**Amazon SES**

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**AWS**

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**SQL Server**

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**NHibernate**

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**TeamCity**

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**ReSharper**

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**Twilio**

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**SAP**

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**Crystal reports**

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## **Results.** As a value driven organization, generating results is part of our DNA.

In our long-term partnership with our customer, we managed to create plenty of success stories that have crystallized results like:

### RIA ENGAGEMENT

**8+**

years  
collaboration



**100k**

hours subject  
matter expertize



**18+**

languages  
connectivity



**90k**

trucks  
asset management



**500k**

fleet  
management



**30k**

equipment



**300k**

subscription  
managed



## **Optimized fuel costs**

by implementing flows that eliminate unnecessary miles driven, reduce engine idling, and positively influence driver behavior.

## **Real-time adjustment**

enabled real-time adjustment of routes when needed based on traffic monitoring.

## **Improved fleet profitability**

and productivity by scaling up the number of telematics flows from 2 to 10+ and by expanding monitoring capacity on various KPIs such as time and distance deviations and PTO usage.

## **Enhanced routing management**

solution to cover an average of 37 quadrillion routes for an example of 5 vehicles and 10 delivery stops.

## **Reduced maintenance costs**

by tracking and controlling speed to reduce wear, monitoring remote assets, and eliminating unplanned downtime.

## **Risk prevention**

increased risk prevention while driving by remotely monitoring driver safety.

## **International coverage**

expanded the platform multi-language support for operating in new countries by 300% in the last 2 years, resulting in an international coverage of 18 different languages.

## **Optimized application performance**

and scaled existing services by enabling large enterprise end-customers operate with fleets of 90,000+ trucks on 10,000+ routes. This technical modernization project has facilitated the integration of new clients with big volumes of data.

# Looking for a business solution? Find out how we can put solutions like this to work out for you. Get in touch with us.

## US Headquarters

511 Shepherd Street  
Suite 203, Winston Salem, NC 27103  
USA

+1 888.803.8164  
contact@riasolutionsgroup.com

## Tim Starets

tim@riasolutionsgroup.com

## European Headquarters

102 București Street, Floor 3  
Cluj-Napoca, 400613, Cluj County  
Romania

+40 264 442 440  
contact@riasolutionsgroup.com

## Andrei Chirila

achirila@riasolutionsgroup.com

Visit our website for more insight into our business and technical capabilities, what fuels the energy behind our talent and other ways we strive to make an impact in the lives of our customers and their businesses.

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