

Telematics partner has a 'badge of honour'

A key partnership with Swindon based CMS SupaTrak has helped raise Hako telematics to another level, ensuring invaluable in-depth remote real time data for operators and a monitoring system to detect harmful pollution levels.

CMS – leaders in telematics systems – worked closely with Hako to develop Hako Connect, a bespoke and unique telematics system ensuring customers get proactive service second to none.

"We were delighted to agree a deal with CMS which comes with a badge of honour in telematics among the waste, transport, fleet and logistic sectors and our two companies have a very similar ethos in the way we operate. We had also developed a very good relationship with managing director Jason Airey and sales and marketing director Sally Cumner," said Hako managing director Sylvie Giangolini.

"They are experts at working directly with OEM's and devising bespoke solutions that gives us an advantage over our competitors," said Sylvie.

"We began our talks about telemetry for scrubber driers but I wanted the telematics to go to another level, not just a record of when the machine went out and when it came back. CMS were brilliant in working with us to really raise the bar and provide valuable information for our customers providing them with in-depth data and information," she said.

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Jason Airey



Sally Cumner

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truly bespoke and unique telematics system offering industry leading solutions for customers including:

- A fault finding and notification system that enables engineers to attend customers' sites with the correct part on the first visit, minimising down time and improving first-time fix rates.
- A warning system that a machine failure has occurred – allowing Hako to proactively alert customers to the issues and, in many cases, resolve with a telephone fix solution.

- A bespoke information system that reports on how machines are being operated, managed and maintained by the customer. For instance, how appropriately batteries are being charged.
- Detailed and bespoke dashboards to give Hako customers specific information on consumable usage, such as water and detergent.

"CMS talent, knowledge and cutting-edge expertise has not only helped us better meet the demands of our customers but we are also

able to go one step further and demonstrate true pro-activity which helps us stand out in the market," said Sylvie.

Her sentiments were echoed by Jason Airey who agreed that proactivity was the watchword when it comes to the benefits of telematics for Hako operators.

He said: "We are delighted to be working alongside Hako to help bring the many advantages that telemetry will bring to UK operators. We are also carrying out a pilot scheme for Hako France.

"As well as the benefits Sylvie has outlined, driver wellbeing is vital for councils and companies throughout the country and one of Hako's key partnerships is to help raise the level of protection for the people operating their machines. Hako Connect monitors can also detect pollution levels in and out of the cab.

"City centres are not always good places to be with high emissions from vehicles, especially for those operating in a roadsweeper, so the Hako Connect will highlight pollution levels. Also sweepers throw a lot of dust up and some of that could be inhaled by the operator."

