



# Case study

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**CMS SupaTrak support Matthews  
Transport with cold chain monitoring**

## Case study

# CMS SupaTrak support Matthews Transport with cold chain monitoring

Matthews is a family-owned business with over 50 years' experience in transporting pharmaceuticals and specialises in temperature-controlled distribution, across the UK and Europe.

### The Challenge

When transporting high-value goods such as pharmaceuticals, customers often require reporting to ensure that items have been kept within the required conditions as well as accurate delivery estimates. In some cases, contracts cannot be fulfilled if these requirements are not met.

As a result, Matthews Transport sought a solution that could be relied upon to locate their assets 24/7 and provide them with remote reporting. Reporting parameters would have to include real-time and historic temperatures of their refrigerated trailers and door sensor alerts to identify break-ins.

### The Solution

CMS SupaTrak was able to provide a solution that allows Matthews Transport to view fridge temperatures in real-time. In addition, users receive alerts when temperatures fall out of the specified range or when the trailer door is opened. Some of the Matthew Transport fleet have also been fitted with panic buttons which allow for the driver to trigger an alarm within the system should they get into trouble.

Reporting is available which allows Matthews Transport to provide their customers with the data they require to be sure that the load has been transported in the correct conditions. These functions are vital to Matthews Transport's operation when transporting pharmaceuticals, which can expire if not stored correctly.



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During the pandemic, Matthews Transport was a key business in transporting COVID-19 vaccinations across Europe. This meant the use of the CMS SupaTrak solution was even more crucial to the operation to ensure that vaccinations were delivered in the correct condition and were not stolen. Door sensor alerts were also important to detect any theft which was a considerable risk in countries where the vaccine was not available.

### The Result

With the help of CMS SupaTrak, Matthews Transport are able to continue transporting goods to their customers and are able to fulfil their contracts based on the data CMS are able to provide.

In addition to helping keep Matthews Transport operational, the release of the SupaTrak mobile app has allowed their users to view data on the move. Following feedback on the app, CMS SupaTrak extended the functionality of the app to suit their requirements. This included real-time data from the refrigerated trailers, including fridge temperatures and door sensor alerts. This allows system users to access the required information wherever they are.

### Jonathan Matthews says:

"The CMS system plays a key part in our operation; without this we would be unable to fulfil contracts in such a cost-effective and timely manner. We can provide customers with their own system log in to track their goods throughout transportation and provide a full report of temperature alerts during each individual journey"



**Matthews**  
INTELLIGENT TRANSPORT SOLUTIONS  
SINCE 1971

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The support I receive from the CMS team are brilliant; they are on hand 24 hours of the day to help resolve any issues we come across. Our operation is not a 9-5 job so the out of hours support is key to keeping us on the road, keeping our operation on the road and ensuring the goods are delivered in the right condition and on time.

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