



INTRODUCTION

SERVITRANS is a company dedicated to inland container transportation. It was born in the port of Lázaro Cárdenas as a federal cargo transportation company. It has been offering services from this port to different points of the country for 10 years.

BUSINESS BACKGROUND

- Due to the naturalness of their operations, security solutions were already part of their fleet, they had an Anti Jammer system in their units, but in the event of theft, they did not work correctly.
- Beyond The Wheel's team realized the opportunity to support them and approached them to offer a demo with 100% tested and working equipment.

CHALLENGES

- Organizing and planning the availability of all the units to implement in ""record time"" in each of them was a challenge. We had to reduce downtime in the client's logistics.
- Evaluate and prepare the units with any failure or improvement areas to be ready for implementing the Anti Jammer system.
- Meet customer expectations with a high customer service rating, despite increased competition.

SITUATION

- Due to a theft event supported by a signal jammer, they lost one of their largest customers. The theft of the unit and merchandise represented a significant loss to their operation and customer service.





WHAT NEEDED TO BE RESOLVED?

- They needed a solution for the security of their operation and resources that would allow them to prevent the loss of the unit, and improve their reaction and decision-making en route, in case of theft.

WHY?

More than 85% of the theft events occur while the unit is in transit and are carried out through a Jammer. Auto freight companies lose millions of pesos a year due to these incidents.



WHAT WERE THE MAIN LIMITATIONS?

- The availability of electronic components was scarce; due to external factors, it was difficult to comply with the implementation promptly.



SOLUTION



Anti Jammer System



HOW DID BEYOND THE WHEEL HELP?

- After validating that the previously installed equipment did not work, we tested our equipment. We implemented our Anti Jammer System in all their units, thus providing security to their resources and enabling actions in the unit to prevent and improve the reaction to a theft event.



WHAT WAS THE OVERALL EXPERIENCE OF THE BEYOND THE WHEEL TEAM?

- We were confident that our solution could solve their security needs, and our goal was to provide them with a quality service that would allow them to pass that level of customer satisfaction to theirs. We were delighted to meet this challenge.



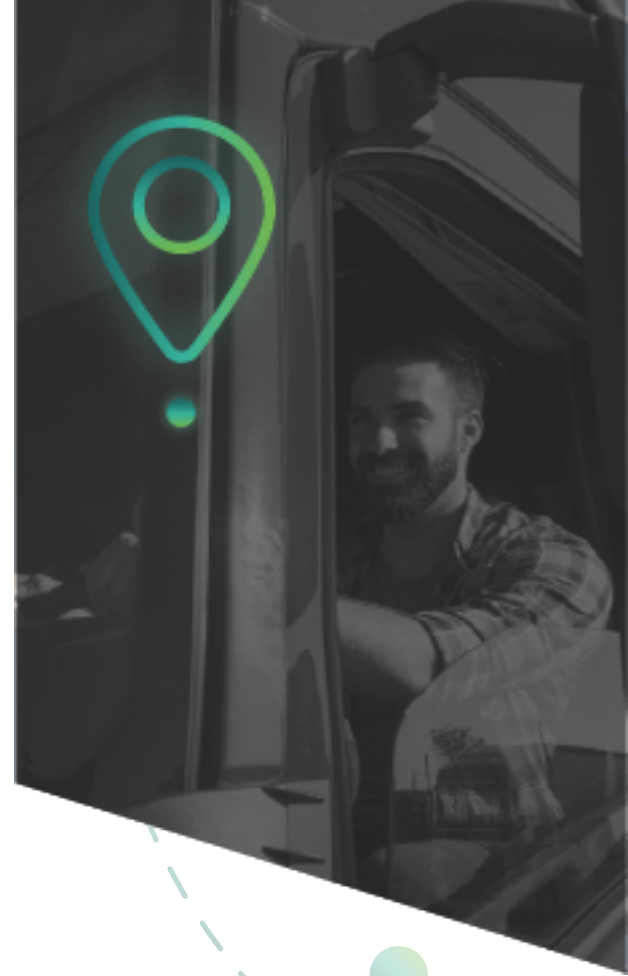
CONCLUSION

The client was very satisfied and comfortable with the project. In addition to meeting the implementation time to the letter, the attention of Beyond The Wheel's technical and service team 24/7 achieved a good relationship with them.

WHAT WERE THE RESULTS?



After implementation, a theft occurred, and the customer recovered his unit, **saving more than 70%** of the loss that would have been incurred without a functional Anti Jammer system such as Beyond The Wheel.



HOW WAS THE COMPANY TRANSFORMED?

We discarded non-functional anti-jammer equipment, thus allowing the customer to eliminate an expense. Now, with our Anti Jammer system implemented in his entire fleet, he has confirmed that the loss has been considerably reduced concerning theft. That is when the mishap takes place, the recovery of the unit and the merchandise becomes a great possibility.

Today, Beyond The Wheel has total confidence in Beyond The Wheel. It continues to require implementing the Anti Jammer system in its fleet as an essential operation element.