

# Case Study Ing. Bureau M. Kyburz

«We can always see the technical state and location of our vehicles. This allows us a very efficient planning and operation.»

## Initial situation

Ing. Bureau M. Kyburz AG develops, produces and sells electric vehicles. In addition to the vehicle services such as maintenance and troubleshooting are also part of the offering. For these services Ing. Bureau M. Kyburz AG is operating a dense network of service centers. The majority of the customers are Post organizations and other companies in postal delivery in various countries. The dynamic company works with its own computer system which is used for the management of the vehicle data and the service planning, among other things.



## Challenge

Ing. Bureau M. Kyburz AG handles all business processes with their own system from production to invoicing and the external service partners have access to the data they need.

If in any vehicle a fault occurs, it must be quickly made apparent immediately to the central planning system, so that the service department may seek a solution with no delay.

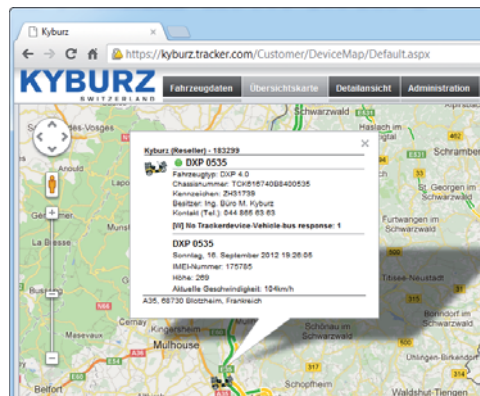
The vehicles are distributed throughout the whole of Europe, must be equipped with appropriate tracker devices which can read out and transmit the vehicle data (CAN bus). The data transfer must be done in real time and the vehicle data with the corresponding position and time information must be displayed and analyzed directly in the Fleet Monitoring System.

## Implementation

With the system of tracker.com system data such as the GPS position, error conditions of components and other relevant data for a smooth operation, is read out and fed in to the Fleet Monitoring System in real time.

In the web-based tracker.com system displays positions and routes of the entire fleet, of a group of vehicles or any single vehicle.

Once a vehicle is reporting critical values, it will immediately be apparent in the Fleet Monitoring System and the service organization may take measures yet before the vehicle stops operating. All data will remain available and can be analyzed for a period of at least 24 months.



Client:

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## Facts

- Display of battery status of all vehicles
- Display of service-schedules and mileages.
- Easy planning of the regional service routes.
- Over 100'000 data transmissions daily for evaluation.
- Automated integration of the data into the clients information system
- Huge cost and time savings by efficient service organization.



Fleet-Tracker SBC CAN  
with CAN-Bus interfaces