

**COLD-CHAIN DISTRIBUTOR, PENINSULAR MALAYSIA**

Provable cold chain from dock to delivery

Reefer telemetry, door events and route data combined into per-consignment temperature evidence and an exception workflow for dispatchers.

-73%

Temperature claims

98.6%

In-range delivery hours

-12%Empty running
kilometres**<2 min**

Excursion alert latency

WHAT WE DEPLOYED

- Multi-probe reefer sensing with door and defrost event capture
- Telematics fusion of GPS, temperature and stop dwell per consignment
- Exception rules routed to dispatch before the excursion becomes a claim
- Customer-facing temperature certificate generated per delivery

WHAT CHANGED

- Disputes resolved with a signed data record instead of a driver's account
- Dispatch intervenes mid-route rather than reviewing failures after arrival
- Reefer maintenance prioritised by units with recurring excursions

STARTING POINT

Temperature disputes with customers were settled from paper logs. Rejected pallets could not be traced to a specific leg of the journey, and multi-drop routes were planned without live vehicle status.

“Every pallet now arrives with its own temperature history attached.”

Distribution Network Manager

Client names are withheld under commercial confidentiality; figures are drawn from post-deployment reviews agreed with each client.