Real-Time Service and Process Monitoring

Abdul Latif Jameel MOTORS
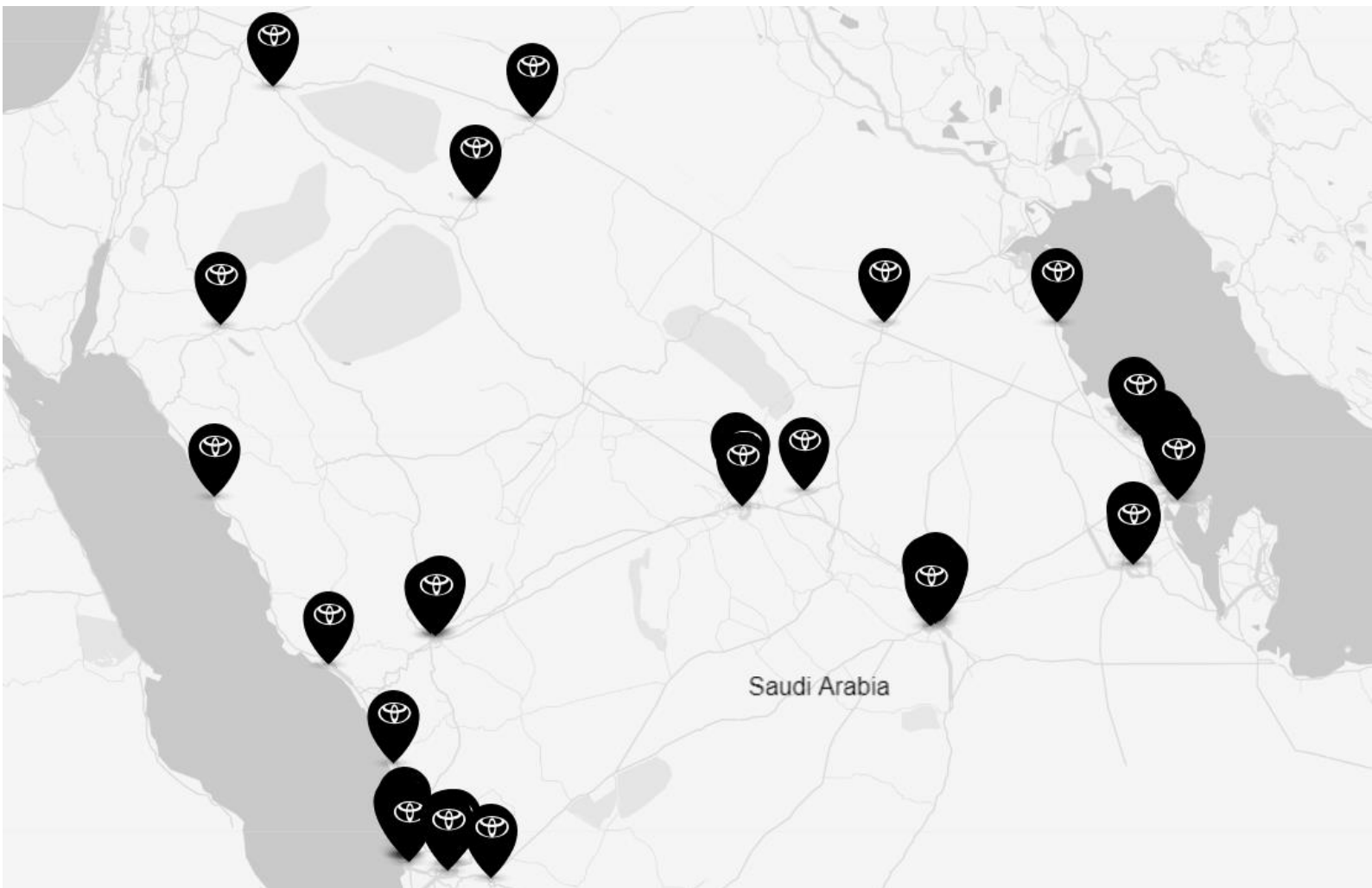
Abdul Latif Jameel MOTOR Service Center

SITUATION

The aim of the project is to create service process transparency at a Toyota Service Center in Saudi Arabia. Therefore, RFID technology was used to monitor the vehicle service process from reception to initial inspection, repair, car wash and collection.

Real-Time Monitoring Car Service Center Process

Reception

Car wash

Final inspection

Initial inspection

Repair process

Collection
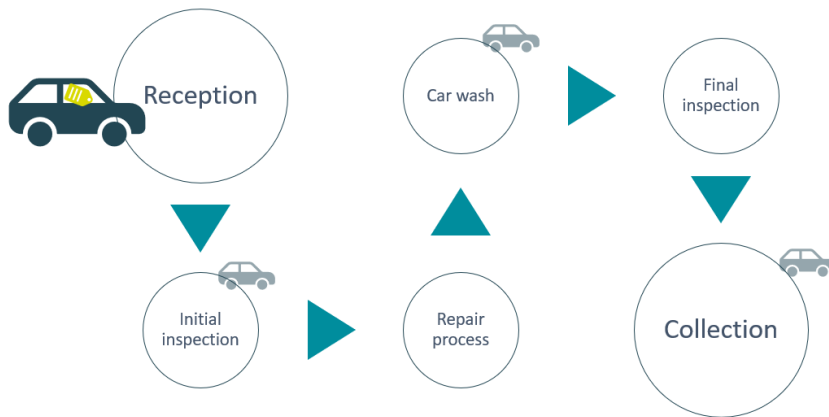
Vehicle Identification and Real-Time Tracking through the complete service process

SOLUTION

To increase the transparency of the order process, RFID tags are temporarily placed in the vehicle and linked to the order. 7iD's Device Integration Platform serves as the basis for this intelligent Track & Trace solution. The data handling capabilities and its data model enable a customized user interface integration and visualization of service procedures.

SOLUTION

- REST APIs & RESTful Services implemented
- 7iD's cloud-based Asset Tracking
- Real-Time Location Tracking based on our powerful IoT Platform DIP

KEY BENEFITS

- Maximal transparency of service status
- Optimized process throughput
- Real-time monitoring capabilities

Interested in hearing more?

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