



## Tadano America Corporation



### HIGHLIGHTS

- CalAmp LMU-3030 and mobile apps enable simple installation without the help of a professional installer
- Maintenance module simplifies routine maintenance needs
- Stolen vehicle recovery reduces operating expenses

### ABOUT TADANO AMERICA

Tadano America Corporation, established in 1993 and based in Houston, Texas, is responsible for the sales and customer service of their mobile rough-terrain and all-terrain cranes in the North American market.

### THE CHALLENGE

When a Tadano crane out in the field requires service, a Tadano service engineer must drive to the work site to check and maintain the crane. Because these trucks are located throughout North America at service engineers' homes, it can be difficult to track truck locations and schedules. Since long periods of downtime are unacceptable to most customers, fleet availability and proximity to their location plays a big part in resolving issues quickly.

Low visibility into the fleet was just one reason Tadano began looking for a fleet management service. In addition, because most of the service vehicles drive 60,000-80,000 miles or more in just two years, it is important for Tadano to maintain their fleet to ensure readiness to meet service requests.

### THE SOLUTION

"When we were evaluating the available solutions, our priority was tracking multiple vehicles. The maintenance feature was a key factor in our decision to go with FleetOutlook," said John Seisser, Tadano's information manager and a key decision-maker in choosing a fleet solution. The maintenance notification feature offers a real benefit to Tadano. When a DTC code is triggered, the service engineers receive email notifications that maintenance is due on their vehicles, making it easier to schedule service when it's convenient.

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**John Seisser**  
Service Manager

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## RESULTS

Tadano installed FleetOutlook and the LMU-3030 devices on their North American service fleet. The solution has been the answer to their maintenance needs, and has also provided various other benefits.

“We use the installation app, just scan the device and VIN and put the device in the vehicle and it’s all set up. We can do it ourselves,” said Seisser. FleetOutlook’s easy-to-use MobileInstall app enables Tadano to quickly install devices and pair them with new vehicles without contacting CalAmp or an installer for help.

Seisser also noted that FleetOutlook paid for itself twice in the first year. With FleetOutlook, Tadano was able to locate a vehicle stolen from a service engineer’s home in North Carolina and a vehicle stolen in Texas, both within a few hours of their disappearance.

Using reports and alerts has also increased visibility into Tadano’s fleet. “Reports are automatically sent to me and it’s a pretty easy system to use. I set up geofences and automatically get an email when a vehicle makes it to the location. I don’t even have to think ‘did the vehicle get there?’” said Seisser.

### About CalAmp

CalAmp (NASDAQ: CAMP) is a proven leader in providing wireless communications solutions to a broad array of vertical market applications and customers. CalAmp’s extensive portfolio of intelligent communications devices, robust and scalable cloud service platform, and targeted software applications streamline otherwise complex machine-to-machine (M2M) deployments. These solutions enable customers to optimize their operations by collecting, monitoring and efficiently reporting business-critical data and desired intelligence from high-value remote assets. For more information, please visit [www.calamp.com](http://www.calamp.com).

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