



QuestingHound
technology partners

CASE STUDY



Freightliner

Location: Numerous Facilities throughout the U.S.

Freightliner Trucks is a division of Daimler Trucks North America, the largest manufacturer of heavy-duty vehicles in North America and a leading manufacturer of medium-duty vehicles. Daimler Trucks North America designs, builds and markets a wide range of Class 3-8 vehicles including long-haul highway tractors, heavy-duty construction and vocational trucks, mid-range trucks for distribution and service, school and transit buses, fire and emergency service apparatus and chassis for step vans, school and shuttle buses and motor homes.

Products & Services Used In this solution

- Panasonic ToughBook 19's
- Ram Mounts, both standard and custom
- Design Services
- Installation throughout US

BUSINESS NEEDS

Freightliner has truck manufacturing plants spread across North America, and was looking for a way to automate parts moving, pickup schedules, and dispatch within the manufacturing plants and yards. The Project Managers at Freightliner knew that the environment would be a rough one for computing, and were looking for a solution that could withstand the rough environment within a manufacturing plant, as well as the day to day abuse of the workers and drivers who would be utilizing the equipment. These units also needed to be mounted on a variety of vehicles for use. They also were looking for a company that could handle the entire project.

SOLUTION

QuestingHound recommended the Panasonic Toughbook 19 for this purpose, a fully rugged, Mil Spec Panasonic convertible unit with Touchscreen. Due to the low, less than 1.5% failure rates of the Toughbook rugged line, this was a perfect solution. QuestingHound also provided custom design and installation services for the ToughBook mounts needed for installation on a variety of vehicles, from lift trucks, yard tractors, stock chasers, as well as golf carts. Knowing that these units would experience everything from dust, moisture, and vibration, to physically running the mounts and notebooks into walls and doors, QuestingHound utilized mounts with lifetime warranties, and provided Panasonic's protection plus, which covered things like screen breakage, accidents, abuse, and other rough situations.

BENEFITS

In selecting QuestingHound for this project, Freightliner was able to use one point of contact, for everything from procurement of the Toughbooks and mounts, to installation and custom design services, as well as service and repair issues that arose. Using our network of installers, we were able to install these mounts at multiple locations across North America, in minimal time, with little disruption of the workforce. This greatly reduced the downtime, eliminated multiple phone calls for various needs, and greatly sped up the deployment of the project. QuestingHound's recommendation to purchase Panasonic Protection Plus saved Freightliner time and money in repairs that otherwise would not be covered under warranty because they were a result of accidents, like broken screens and keyboards. The project was quickly and efficiently deployed and helped Freightliner not only increase productivity for parts distribution and dispatch among the manufacturing plants, but had a huge effect in decreasing their overall costs in accomplishing these tasks.



FORK LIFT



GOLF CART



TRACTOR



STOCK CHASER



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