

# H42: Case Study

## Field service

Car assistance & tow-away vehicles localisation



End user:

**RACE**

[www.race.es](http://www.race.es)



Configuration of Gotive systems deployed:

**H41IMG, H41 DSA**

Project development:

Start of the project

December 2003

Finalisation of software

May 2004

Pilots

June 2004

Shipments

October 2004

Functionality:

Gotive H41 with GPS and GPRS installed in RACE Assistance vehicles is used as mobile terminal through which the requests for road assistance is transmitted to the RACE engineers. The device additionally features corporate colour and logo.

The solution enables to RACE to offer optimum and timely assistance, tracking and availability of the tow-away vehicles, expected journey times as well as the real time of their arrival, and control the type of the assistance provided, giving the best service to the large number of RACE clients on the roads in Spain. For the company, it allows to register and report the activity and time data, with aim to analyze and have control over its service at any moment.

Country/geographical area: Spain