

# Gunnebo brings in Masternaut technology to reduce critical response times

Submitted by: Masternaut

Wednesday, 27 February 2013

---

Gunnebo, the largest global manufacturer of secure storage products, has selected Masternaut, the leading Pan-European software provider of on demand telematics solutions, to create operational efficiencies and improve customer response times.

Gunnebo's comprehensive portfolio of physical security equipment is all preventatively and reactively serviced and maintained by a highly skilled, mobile workforce. These engineers are on call 24/7, and drive a fleet of response vehicles that are equipped with the facilities to get businesses up and running in the shortest time possible.

Masternaut's system, installed across Gunnebo's fleet of vehicles, allows teams throughout the business to monitor vehicle locations, and crucially notify customers of more precise arrival times. Processing live traffic updates, the system is able to give Gunnebo customer service teams the accuracy of information they require to respond to often critical security system maintenance call outs.

"Imagine that the entrance to a bank or supermarket has been compromised. Until the issue is resolved and the security systems are back online, the business can't trade. In this way, the response times of our staff are critical to keep our customers open for business," said Anthony Wortley, Service and Logistics Manager at Gunnebo.

He continued: "Masternaut gives us a view onto our business, in such a way that we are able to use the data to support many aspects of our business. From improved scheduling to fuel reduction, from better business communications to improved customer satisfaction. We would like to go even further, and explore more advanced uses for the system."

Martin Hiscox, Chairman and CEO of Masternaut, added: "Masternaut has the scale and stability in its platforms to deliver the reliability of data required by Gunnebo to inform everyday business decisions. The company is a worldwide provider of essential security systems, and it's our job to support them, and ultimately their customers, 24/7."

Gunnebo has recently been awarded ISO 14001 certification. With this in mind, the company is reviewing ways that the system may be used to advance Gunnebo's commitment to environmental sustainability.

For more information about Gunnebo, please visit: <http://www.gunnebo.com>

## About Masternaut

Masternaut is Europe's largest provider of telematics solutions. With over 550 employees and more than 10,000 customers, Masternaut designs and delivers innovative mobile workforce management technologies. These products drive tangible savings and service improvements for customers and partners, across all parts of the organisation; from finance to HR, operations to customer service.

Masternaut has the largest telematics R&D team in Europe, continuously innovating to deliver the most reliable and scalable platform available. The company has over 300,000 assets, vehicles and people connected to its Software-as-a-Service solutions. Over 12,000 users interact every hour with the systems, and over 45 million data transactions are processed and configured into 16,500 reports every day.

Founded in 1996, Masternaut equips businesses and fleet operators with the tools to achieve lower fuel consumption, reduced wear and tear, greater operational efficiencies, improved management of driver behaviour, and a reduction in CO2 emissions.

With customers in 32 countries, Masternaut is headquartered in Marlow, UK, with European regional offices in France, Germany, Spain and Sweden.

Website: [www.masternaut.com](http://www.masternaut.com)

For all press enquiries:

Firefly Communications

Tel: +44 (0)20 7025 8200

[masternautteam@fireflycomms.com](mailto:masternautteam@fireflycomms.com)