

IMPROVING RESTAURANT DELIVERY SERVICES

Rugged Connectivity for Food Logistics Vehicles

For several years, Ken and Lee have owned and operated a small handful of restaurants known for amazing Asian cuisine. The pandemic forced them to close dine-in operations — switching to take out and delivery only. After losing revenues to unreliable third-party delivery services, they decided to purchase their own vehicles and hire their own delivery people to ensure the quality of their food and their customer experiences. But managing a growing vehicle fleet brought new challenges.



The Challenge | Effectively Managing a Growing Fleet

What started as a short-term solution to keep their restaurants open, ended up being a fantastic new source of revenue. They'd never offered delivery before, and were surprised by their success. They were even more surprised when many of their clients suggested they come up with their own line of prepared foods. After a very successful trial run, customers could now order food that was ready to eat or prepackaged meals that required minimal prep and cook time.

With three restaurants, a refrigerated warehouse, and a dozen delivery vans working to service a 20 mile radius, they were running into logistical issues. They needed a solutions that would help them track their fleet, improve driver and vehicle safety, monitor in-vehicle refrigeration units to guarantee freshness, and optimize delivery routes.

The Solution | Rugged Vehicle Router and Antenna Kits

After reaching out to MCA, we were able to quickly assess their needs, leading to us outfitting their fleet with rugged mobile cellular routers, multi-band vehicle antennas, and secure cloud-based management software. Our mobile connectivity solutions enabled them to track their vehicles location, speed, and health, while also providing Wi-Fi to connect with handheld smart devices and wireless temperature sensors within their refrigeration units.



The Results | Seamless Fleet Connectivity and Management

The AirLink RV55 is purpose-built for vehicle applications and when pre-configured and activated by our experienced technicians delivers out-of-the-box LTE connectivity. It has dual-band 802.11ac Wi-Fi so that drivers can access their orders and delivery instructions via a tablet or mobile phone, as well as GNSS for navigation. It provides unhindered connectivity to the restaurant dispatch center which can track the location of all delivery vans. The RV55 can also monitor the status of refrigerators in the trucks through its serial or Ethernet ports. Through those same ports they gained access to vehicle telemetry data to monitor driver safety and vehicle health. And with ruggedized Mobile Mark MXFG502 antennas, installed atop each of their vehicles their Cellular, Wi-Fi, and GPS connections received a measurable boost in signal strength and reliability.

The Team | Device Provisioning, Activation and Installation Services

For over 30 years, MCA has provided expert connectivity solutions to commercial organizations in need of top-of-the-line fleet management and communications systems. We provide top-tier support for each and every aspect of your business-critical connectivity projects. Our technicians and installation teams assess your needs and engineer customized solutions to outfit your fleet vehicles and facilities with the hardware and software that fits your exacting requirements.



CONTACT US TODAY TO GET YOUR DELIVERY VEHICLES CONNECTED



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