

## Remote Operating Center

Innovative action to protect your loads.



When a transport refrigeration unit (TRU) is in trouble, remote monitoring doesn't go far enough. You need action—ASAP.

Thermo King's Remote Operating Center (ROC) combines our advanced technology and hands-on support to deliver remote monitoring, predictive analytics, and step-by-step guidance through the fastest-possible full resolution. Our involvement doesn't end until every alarm is diagnosed, resolved, recorded and reported.

ROC is like roadside assistance—for transport refrigeration units. We provide a chain of reactions designed to help reduce temperature sensitive load losses that are costly to your business, and your reputation. It's a sustainability solution, too, with the potential to help slash food waste that occurs in the cold chain.

### 3 steps to fewer breakdowns and shorter delays:

1. Predictive analytics
2. Prescribed response
3. Smart routing



## REMOTE OPERATING CENTER PROVIDES FULL, FAST RESPONSE AND RESOLUTION

Technology is a developing tool for the transportation industry. Yet, we still need human skillsets. Thermo King's Remote Operating Center brings the two seamlessly together in a continuum solution for TRUs.

## ROC IS ENABLED BY TRACKING® CONNECTED SUITE™.

Thermo King's foundational remote monitoring for transport refrigeration units opens the door to the action-oriented capabilities of the Remote Operating Center.

### TRACKING TELEMATICS INITIATE ROC REACTIONS

#### Step 1: Predictive Analytics

Find out about emerging problems in time to prevent them with our revolutionary predictive algorithm. It predicts failures before they occur.

For example:

- Charging system faults
- Low refrigeration capacity
- Fuel system failures
- Diesel engine failures
- Low fuel conditions

#### Step 2: Prescribed Action Plans

Every alarm has an action plan. Representatives at the Remote Operating Center will work with you to implement documented, consistent best-practices responses.

Alarms and responses are categorized based on criticality:

**GREEN** No action plan needed unless requested by customer.

**YELLOW** Guide driver through resolution steps or recommend repairs after unloading.

**RED** Immediately route driver to the nearest Thermo King dealership.

#### Step 3: Smart Routing

Drivers are directed to the nearest Thermo King dealer that has the time, parts and qualified labor available to complete the work.

- Helps prevent wasting time at a dealership that can't currently handle the repair.
- Extensive 24/7 Coverage: With over 180 authorized service locations, 500 mobile trucks and 1,000 skilled technicians, you have more than one option.
- Dealership diagnostics and repairs are performed by Thermo King Certified technicians.

## COLLECT THE DATA YOU NEED

See weekly/monthly fleet reports and access more detailed records via TrackKing. Events are fully tracked and documented, so you can fulfill customers' reporting requirements easier, and use the information as your guide to optimize fleet operations.