



Rosenbauer International AG
Leonding, Austria
www.rosenbauer.com

Industry:

Automotive

Annual Revenue:

US\$429.8 million

Employees:

1,452

Oracle Products & Services:

Oracle Database

Oracle Partner:



HC Solutions GmbH
www.hcsolutions.at

“The successful implementation of service4fire is only the first step. The reliable Oracle Database has provided us with the necessary infrastructure to expand the system even further.” – Gerhard Grossberger, Head of Fire Fighting Systems Telematics, Rosenbauer International

Rosenbauer International Ensures 99.9% Availability for Web-based Fire Service Fleet System

The Rosenbauer Group is the world’s second-largest manufacturer of fire fighting vehicles. With its worldwide sales and customer service network, Rosenbauer has a presence in more than 100 countries and produces approximately 1,500 new vehicles annually.

Challenges

- Build a Web-based platform to ensure automated, proactive maintenance of fire fighting vehicles
- Capture maintenance-relevant data using wireless technology
- Improve vehicle reliability and availability
- Automate the control process and flow of information to fire service personnel responsible for vehicle servicing

Solution

- Implemented Oracle Database 10g Standard Edition as the foundation for a Web-based platform, service4fire, that enables proactive maintenance of fire fighting vehicles
- Ensured that the platform meets 99.9% availability requirements
- Gained the ability to handle 100 megabytes of raw data per vehicle each year, with data transmission in seconds
- Provided extensive vehicle operating data through a telematics module via CAN (Controller Area Network) bus, which transmits information wirelessly to Oracle Database
- Reduced costs by proactively monitoring and maintaining vehicle control
- Avoided unnecessary repairs through reference/actual value comparisons and gained the ability to automatically generate service notices to customers
- Supplemented existing service check book with an electronic log book
- Created detailed and clear reporting for the entire fleet