
Preface

This book was motivated by my practical experience working with a German motor carrier specialised in so-called *road feeder services*, i.e. the road transport of air-cargo. During this work I realised that communication between dispatchers and drivers in small and medium-sized companies is often entirely realised by voice communication and that many decisions are often made manually with only basic support by computer-based decisions support tools. The lack of timely and reliable information about current vehicle positions and states certainly creates challenges in updating vehicle tours taking into account the dynamic nature of transportation processes as well as new transportation requests arriving with short advance notice. Although fleet telematics is widely recognised as the solution to improve the efficiency of commercial vehicle operations, it appears that the potentials of fleet telematics systems are currently not sufficiently exploited. This book, which was prepared as doctoral dissertation at the Chair of Applied Telematics and e-Business (University of Leipzig, Germany), seeks to show how fleet telematics systems can be used to support real-time monitoring, control, and planning of commercial vehicle operations.

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Asvin Goel