Maier Spedition: Even the defects are digital here

Maier Spedition has been using the TISLOG telematics solution since 2025 for mobile repair management of its fleet. The system Maier also uses for mobile fleet and order management in local and long-haul transport comes from the same product family.

At first glance, they're hardly noticeable. But upon closer inspection, you'll find QR codes on more than 300 movable and immovable items at Maier Spedition. In addition to industrial trucks, door frames, roll-up doors, and trucks have also been equipped with these small stickers. This is part of the digital repair management system introduced here in 2025, which replaced the previous paper repair forms.

"In the past, it was relatively cumbersome to report damage of a vehicle or a door," recalls Fabian Wiedemer from the IT support team at the logistics service provider based in Singen Hohentwiel. As soon as a defect was noticed, one first had to inform one's supervisor. After that, a special report form was required, which then had to be filled out and placed in the designated collection box. "From there, it went to the technical department, which handled the repair," says Laura Königfelder, assistant to the technical manager, describing the formerly analog process.

In-House Solution Not Scalable

As part of the digitization strategy of the parent company, Planzer AG, this process was also to be digitized. With this in mind, the company turned to TIS GmbH in Bocholt, which has been the supplier of mobile order management for local transit in Singen since 2018 (see below). "We knew TIS as an absolute specialist and reliable partner for mobile solutions that also align with Planzer AG's cloud-first approach," explains Wiedemer.

Although the request for a mobile repair management system was new to TIS, a solution was quickly found based on existing and proven systems. It is a modified version of TISLOG mobile Smart, a browser-based web solution for mobile order management. It was originally designed to facilitate the seamless integration of subcontractors and charter vehicles into existing logistics and telematics systems via standard smartphones. The version further developed for Maier Spedition is called TISLOG mobile Smart Asset Check.

High Adoption Rate from the Start

"The open access using any smartphone or iPhone removed the biggest hurdles to reporting damage and ensured a high adoption rate among employees right from the start," said Wiedemer. To report damage, all that's required is to scan the QR code attached to the defective device with a smartphone. A web address then appears on the smartphone's display, which leads directly to the digital checklist. This must be filled out, supplemented with photos of the damage, digitally

signed, and sent to the technical department with the push of a button. There, the damage can be uniquely assigned to the affected item using the QR code.

“The reporting process is now much faster and less complicated than before,” confirms Königfelder, who had informed her colleagues about the new system via email. The simple process was explained to the drivers in person. No special training was required.

Damage Is Reported More Consistently

The results speak for themselves: damage is now documented much more consistently and virtually without omission, which has improved the overall condition of fixed assets. “The improvement in quality is particularly noticeable with trucks, roll-up doors, and industrial trucks, which can now be repaired even faster. But the switch to the TISLOG Smart Asset Check is also having a positive impact on office doors.

At Maier Spedition, the solution is called the “Digital Defect Report” and is set to be expanded in the near future. Then, for example, defects in office spaces can also be reported.”

Mobile Order Management at Maier Spedition

Since 2018, Maier Spedition has been using the TISLOG mobile telematics solution for local and long-haul transport. Twenty-three of Maier’s semi-trailers are equipped with the “TISPLUS telematicbox Trailer.” Thirty-one vehicles operated by subcontractors and 23 of the company’s own local transport drivers have been equipped with TISLOG handheld devices. In addition, there are five warehouse scanners for inventory handling, which also use the TISLOG app. All mobile devices receive order data directly from the KOMALOG transport management system, which in turn receives all shipment status updates. To ensure optimal analysis of telemetry, fuel consumption, and driving time data, the TISPLUS telematicbox Truck was also installed in the company’s 23 in-house local transport trucks.

This makes the fleet transparent and allows for much better scheduling. “With TISLOG, we can track where our vehicles are, see available loading capacity, and schedule more efficiently,” notes Hassan Korkmaz, who heads local transport scheduling at Maier Spedition.