

AI-Powered Telematics With Idem Telematics

AI-based assistant enables intelligent fleet management thanks to large language modelling



Project at a Glance

With the AI-powered cargofleet assistant, idem telematics takes transportation logistics to a new level. The intelligent agent is based on Large Language Models (LLMs), processes natural language input and provides precise answers in real time – for maximum efficiency, transparency and productivity in fleet management.



Germany, Logistics



Medium-sized Enterprise



3–6 Months



Microsoft

Highlights

- **Customized LLM architecture:**
b.telligent developed an AI solution that understands natural language and automates complex data queries.
- **Seamless data integration:**
Live and historical data sources were intelligently connected and integrated into the telematics platform.
- **Efficient knowledge transfer:**
Close collaboration allows idem telematics to develop the AI agent independently.

Challenge

idem telematics, Europe's leading provider of telematics solutions, operates Cargofleet 3, a market-leading platform for optimizing transport processes. To advance its innovation, the company planned to integrate an AI-powered, voice-based assistant. The goal was to enable complex, data-driven

questions – such as those relating to maintenance requirements, temperature deviations, or location queries – to be answered simply through voice input, thereby increasing dispatch efficiency.





Thanks to b.telligent's expertise, we developed an intelligent query logic for our telematics platform Cargofleet 3. The AI chatbot 'Cargofleet Assistant' answers queries based on collected fleet data. Our customers receive instant vehicle-related insights without having to search manually. This simplifies daily operations and gives our customers more time for other priorities.



Jens Zeller
Managing Director
at idem telematics

Solution

b.telligent was responsible for designing and implementing the intelligent agent. The requirements and objectives were jointly defined in a structured workshop process. Using the b.telligent Code Foundation as a basis, the team of experts developed a modular, LLM-based architecture capable of processing complex data sources and providing linguistically prepared responses.

Integrating heterogeneous live and historical data sources was particularly challenging, but the team solved this issue with a multi-stage process and intelligent data access. Additionally, b.telligent ensured the assistant's reliability and user-friendliness through targeted testing and an iterative optimization concept.

Success

The prototype was successfully presented at IAA Mobility 2024, impressing attendees with its high response quality and significant efficiency improvements. Rather than performing manual analyses, users now receive precise information in seconds – with full data control and high data security. Thanks to close cooperation and continuous knowledge transfer with b.telligent, idem telematics can further develop and market the agent productively as a forward-looking feature.



Looking for Support With Your Data Challenges?

Contact us for a first, non-binding consultation.

Sebastian Amtage, Founder and Managing Director
hello@btelligent.com

Curious To Learn More?

Discover the full success story—right here.

[Click for the details](#)



b.telligent is a technology-independent consultancy specializing in optimizing digital and data-driven business processes, as well as customer and supplier relationships. More than 400 employees work across nine locations in Germany, Austria, Romania, and Switzerland, serving over 500 clients.