



RENAULT TRUCKS

Renault Trucks is a French company that develops, assembles, sells, repairs and leases heavy goods and utility vehicles. It has been part of the Swedish Volvo AB Group since 2001. It targets all types of professionals: from road hauliers, to farmers, manufacturers, construction workers, and more.

<https://www.renault-trucks.fr/>



TRANSPORT



“AT EACH STEP, YOUR TEAM PROVIDED US WITH SUPPORT AND FOUND LASTING SOLUTIONS”

100

NUMBER OF COUNTRIES WHERE
RENAULT TRUCKS OPERATES

1400

SERVICE POINTS

THE CHALLENGE

How did you hear about Crosscall ?

Our dealership was chosen to lead the pilot project aimed at replacing landlines. We wanted to replace our DECT phones while using the Orange Call Manager solution. We therefore needed a suitable device. Our partner, Orange, offered a “classic” non-reinforced solution and a Crosscall smartphone solution.

How is your fleet of mobile devices organised?

It's quite simple. All our employees are issued with a Crosscall smartphone along with the X-DOCK charging station. The Call Manager solution is embedded in all these smartphones. This solution offers the same features as a land line: including making group calls and transferring calls (very important!).

Why choose a smartphone?

Because with a smartphone, you can do much more than with a conventional landline! Like using the landline outside the premises for example. Besides all the call features, employees will now be able to take photos and videos to obtain a real-time diagnostic. This applies to people working in the workshop, who can instantly report an incident to the factory, send a question or raise a concern, like a rear-view mirror that vibrates in an abnormal way.



CORE-X3

“I chose Crosscall, among other things, for the responsiveness of the teams”



X-DOCK

What do you think of our accessories?

We deployed the X-Dock charging stations at the same time as the Crosscall smartphones. The X-LINK technology is really convenient.

We have also tested some of your other accessories such as the X-Armband which could be very useful for the people receiving the vehicles.

Do you or your department have any big projects in the pipeline?

Lots! Firstly, we hope to repeat the success of the deployment of Crosscall products in other dealerships and other regions (Lyon, Paris, Marseille, etc.).

THE CROSSCALL SOLUTION

So who has been equipped with Crosscall solutions?

Everyone working in our Store, Workshop, Reception and Rental departments.

And why a robust product?

In a dealership like ours, people are required to work outdoors, in damp, dusty environments, etc. In the workshop, they're handling vehicles and various types of liquid.

What are the advantages of this configuration?

In addition to everything I have just said, there is also the simplified management of the phones, with fewer lines and also less breakages thanks to the robustness of the phone. For our customers and suppliers as well, it became much easier to reach us, through a single entry point, and the Call Manager app puts the calls through directly to the available smartphones.

What convinced you to choose Crosscall smartphones?

The fact that you are a French brand. But also your responsiveness and professionalism throughout the project. We were provided with test versions that worked and have evolved over time. At each step, your team has provided us with support and found lasting solutions.

And how about professional apps?

These are part of our upcoming plans. It's reassuring to know that the phone and configuration we have chosen will allow us to add professional apps more easily to further extend our use of the phones.

What EMM solutions do you use?

We use Intune, which gives us access to our messaging service.

Did you choose red CORE-X3s to match your Renault Truck logo?

Yes, that's right. Our Renault Truck logo is red. That colour was a natural choice!

What were the potential negatives?

To be honest, we haven't found any. The most important thing was that the chosen smartphone would be compatible with the Call Manager solution.

Then we want to know more about your new tablet. It may be the ideal solution for use by our reception staff, the people in charge of vehicle rentals (inventory, pick-up, drop-off, etc.).

Last but not least, we are studying LWP* solutions for our breakdown teams and workshop staff. Our employees' safety is our primary concern.

Would you recommend this solution?

Absolutely, because I know that your solutions are reliable. I have become very familiar with them during their deployment so I can say that, yes, it works!

*Lone Worker Protection

Testimonial by:
Max Emmanuel Odet, IT project manager