**Press Release**

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**Schmitz Cargobull AG**
**Fast and effective collaboration using “Cargobull PartnerConnect”**

**New communication platform for Schmitz Cargobull service partners**

June 2024 – Schmitz Cargobull’s service partner network has been significantly expanded in recent months. “Cargobull PartnerConnect” is the new central communication platform, which will further enhance cooperation with Schmitz Cargobull service partners and the joint development of digital and efficient solutions.

The new central communication platform for all service issues and questions simplifies workflows thanks to its clear and intuitive user interface. It is designed as a self-explanatory ticket system and service partners can independently select their desired support processes to digitally submit a warranty claim, for example. Workshops also have immediate access to the individual, service-specific vehicle data from Schmitz Cargobull trailers, accelerating the diagnosis and repair processes.

At the same time, the standardisation of the Full Service processes is progressing with the goal of transferring these to a uniform process for service partners. Rule-based approval processes significantly reduce the workload for workshops, while the standardised repairs and maintenance process structures simplify and speed up work. This also ensures a standardised and automated billing process for all service partners. The “Cargobull PartnerConnect” communication platform is available in all relevant national languages.

Currently, approximately 1,400 authorised Schmitz Cargobull service partners are available throughout Europe to guarantee service for trailers, cooling units and other digital components as well as high spare parts availability. These service partners fulfil the company’s service promise of reliable trailer availability on a daily basis. Ongoing training and educational units held both live and online consistently improve the service partners’ qualifications and specialisation in Schmitz Cargobull products and services.

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Schmitz Cargobull’s after-sales specialists are always working on developing the service portal. The key focus is on user-friendliness together with a modern and visually appealing design. This enables workshops to use the Schmitz Cargobull RemoteService app to network with Schmitz Cargobull specialists in real time via tablet or smartphone and obtain guidance and assistance via the Internet while performing repairs. This drastically reduces the time needed for troubleshooting and keeps downtimes to a minimum.

 

**About Schmitz Cargobull**

Schmitz Cargobull is the leading manufacturer of semi-trailers for temperature-controlled freight, general cargo and bulk goods in Europe, and a pioneer in digital solutions for trailer services and improved connectivity. The company also manufactures transport cooling units for refrigerated box body semi-trailers for temperature-controlled freight transport. With a comprehensive range of services from financing, spare parts supply, service contracts and telematics solutions to used vehicle trading, Schmitz Cargobull supports its customers in optimising their total cost of ownership (TCO) and digital transformation.

Schmitz Cargobull was founded in 1892 in Münsterland, Germany. The family-run company produces around 60,000 vehicles per year with over 6,000 employees, and generated a turnover of around €2.6 billion in the 2022/23 financial year. The international production network currently comprises ten plants in Germany, Lithuania, Spain, England, Turkey, Slovakia and Australia.

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