

CASE STUDY

Helfende Franken



ABOUT HELFENDE FRANKEN

Helfende Franken is a non-profit limited liability company that has been offering transport services for patients and doctors since 2012. In particular, they enable medical home visits to sick citizens, accompany senior patients to day care facilities, or transport smaller groups of schoolchildren and people with disabilities to care centers at short notice. The focus here is on helping the patients meet their time schedules. Based in Weismain, the medium-sized company is active in Bavaria throughout the whole Franconian region up to Saxony and Saxony-Anhalt.



The fact that we can now intervene from the distance in case of an emergency is definitely a great advantage. Until now, if there were problems accessing the vehicle, someone always had to be on site.

Faruk Türkyilmaz, HELFENDE FRANKEN

THE CHALLENGE

With approximately 80 vehicles, Helfende Franken transport doctors on behalf of the Association of Statutory Health Insurance Physicians in emergencies, as well as patients with diverse timely and physiological needs. The patient transport service alone accounts for 5,000 trips per month, which are carried out by staff from various regions and districts. A fixed distribution of vehicle and driver does not exist. Thus, every day Helfende Franken face the logistical and organisational challenge of making the right car keys available on time at the right place and ensuring a smooth handover. Thus, forgetting, exchanging or misplacing the keys costs valuable time and is at the expense of achieving an optimal use of the fleet.

OUR SOLUTION

With flinkey, WITTE Digital has created a simple retrofit solution to provide keyless access to vehicles. The solution consists of a small box holding the original car key, which is easily installed anywhere within the car. This means that it can be put into operations by the customers themselves without a visit to the workshop. Thanks to the software interfaces provided, communication with the box takes place via a white label app that enables anyone with an authorization to open and close the vehicles. The signal is transmitted encrypted via Bluetooth and does not require mobile phone reception. This ensures access to the vehicles even in offline mode.



With the introduction of the flinkey Box, we improved the handover process of our cars, as now everyone with an authorisation is provided access at any time via their smartphone.

Stephanie Sittig, HELFENDE FRANKEN

THE RESULT

In order to be able to provide a reliable service also in the future, Helfende Franken decided to implement flinkey - and with great success. Instead of the manual administration and distribution of physical keys, they are now centrally generated and digitally distributed to the drivers' smartphones. Thus, the operative effort associated with handing over of the keys was reduced considerably and valuable time could be saved. This is particularly appreciated by the patients. With flinkey, Helfende Franken have taken an important step towards fleet digitalisation and optimisation contributing to the sustainability and scalability of their service.

ABOUT WITTE

WITTE Digital is the digital division of WITTE Automotive GmbH, a leading automotive supplier with headquarters in Velbert. The company has been an expert in locking, latching and security systems for vehicles since 1899.



With flinkey we have built on the knowledge of more than 100 years to develop a plug-and-play solution for fleets that is easy to use and customizable to the needs of our customers.

Michael Tüllmann, WITTE Digital

87%

of vehicle models from
26 OEMs supported

0€

installation costs during
ongoing operations

120

years of automotive
industry experience

