

## Continental Subsidiary Vergölst Set to Make Truck Breakdown Service Even More Reliable

- **Regional breakdown management enables even more effective breakdown service**
- **Market leader Vergölst handles more than 20,000 truck breakdown callouts in 2021**
- **Regional breakdown management is a feature of the FleetFox tire management system enables better coordination of specialist companies and commercial vehicle centers**

Hanover, Germany, June 1 2022. More trucks on the roads also means more truck breakdowns are likely. This is reflected in the callout figures for the truck breakdown service operated by Continental subsidiary Vergölst. Whereas its 150 breakdown service vehicles stationed around Germany were summoned about 20,000 times in 2019, the figure fell by over eight percent in covid-affected 2020. With covid restrictions easing in 2021, traffic volumes increased once again – as did the number of breakdown service callouts. By the end of the year, the total had reached 20,000, making Vergölst one of the largest truck breakdown assistance firms across the country.

### **Effective and reliable: regional breakdown management**

As part of its plan to meet the challenge of these rising numbers, Vergölst has switched to regional breakdown management. “With truck logistics firms incurring substantial costs as a result of vehicle downtime, we must do everything we can to assist our customers as reliably as possible in the event of a breakdown,” says Thorsten Schuckenböhmer, Head of Commercial Vehicle Tires Business at Vergölst. To this end, regional breakdown management – an integrated feature of the FleetFox tire management system – allows specialist companies and commercial vehicle centers to coordinate their efforts much more effectively. So if a breakdown service vehicle in the immediate vicinity is already on a call, the next-nearest vehicle can be deployed. This significantly reduces breakdown call rejection rates.

### **Zero calls rejected? Yes, now it’s possible!**

Regional breakdown management was trialed last year in the Rhineland and Ruhr regions of Germany. “The systemic interconnectedness in the region leads to even better communication and closer coordination between the parties involved,” explains Edgar Hoffmann, Vergölst’s specialist companies manager in Bonn. “We were able to immediately reduce call rejection rates,” emphasized Carsten Meißner, Head of Key Account Management for the Central Region. “In these two regions, the rejection figures also remained at zero for a third month in succession. For this reason, we are now expanding our regional breakdown management approach.”

There is considerable added value here for the customers involved, as Schuckenhöhmer underlines. “Vehicle downtime is expensive. Every hour a truck is stationary at the roadside costs the company money.” Lowering the rejection rate is one thing, but rapid breakdown service response is also important. “Our truck breakdown assistance crews generally need no longer than two-and-a-half hours for a job – from receiving the call to finishing the repairs on the vehicle,” says Schuckenhöhmer. It’s a figure confirmed by Arno Schemmel at Pfaff Logistik: “Time is a key factor with truck breakdowns. With Vergölst, we have a partner who has already bailed us reliably and quickly on a couple of occasions.”

### Looking for even more extensive tire management? Try Conti360° Fleet Solutions

Conti360° Fleet Solutions offer an all-round tire management service extending beyond reliable breakdown assistance. The Conti360° Service package covers everything from choosing the ideal tires for the job at hand and correct fitting, through regular checks and comprehensive tire reports, to smoothly handled casing management and a system to feed worn tires back into the ContiLifeCycle program.

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**Continental** develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary.

The **Tires group sector** has 24 production and development locations worldwide. Continental is one of the leading tire manufacturers with more than 57,000 employees and posted sales of €11.8 billion in 2021 in this group sector. Continental ranks among the technology leaders in tire production and offers a broad product range for passenger cars, commercial and special-purpose vehicles as well as two-wheelers. Through continuous investment in research and development, Continental makes a major contribution to safe, cost effective and ecologically efficient mobility. The portfolio of the tire business includes services for the tire trade and fleet applications, as well as digital management systems for tires.

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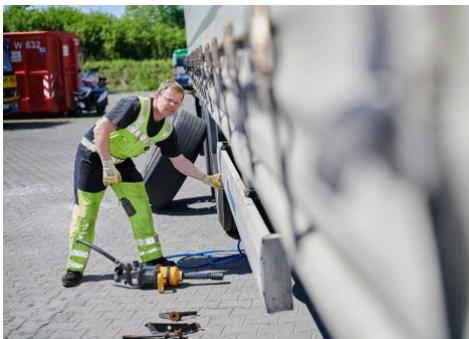
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### pictures/captions



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With 20,000 breakdown service callouts per year, Vergölst is one of the largest truck breakdown assistance firms across the country.



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Thorsten Schuckenböhmer, Head of Commercial  
Vehicle Tires Business at Vergölst

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