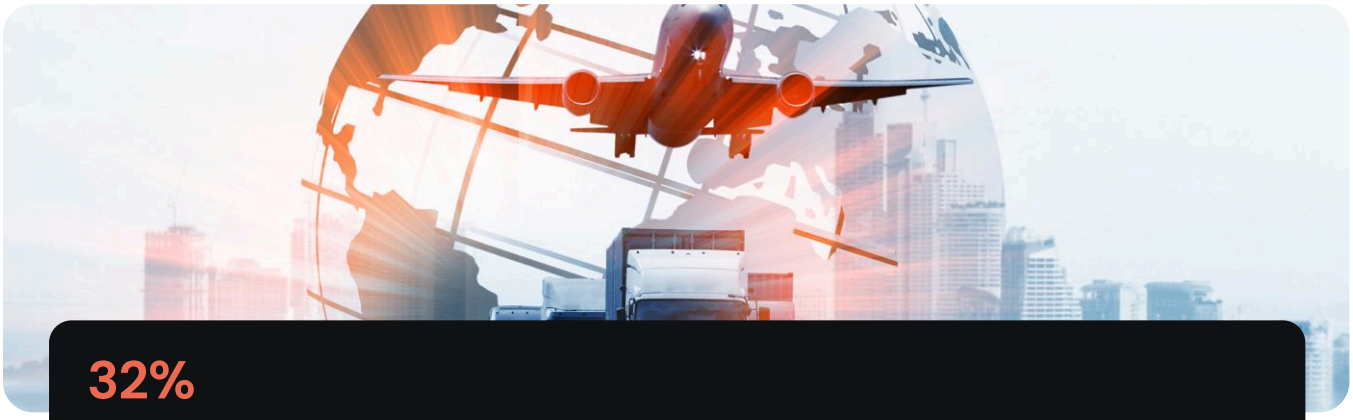
Logistics & Supply Chain | Singapore

A logistics company tracked trucks, forklifts and roll cages 32% more accurately

A logistics company in Singapore tagged its handling equipment and trucks, recorded every move through a dock door or between hubs, and ended the hunt for missing roll cages and pallet jacks.



32%

better asset tracking accuracy across warehouses and fleet

AT A GLANCE

INDUSTRY
Logistics and supply chain

REGION
Singapore

LOCATIONS
Warehouses, transport hubs, distribution centers

ASSETS
Trucks, forklifts, pallet jacks, roll cages

FEATURES USED
Assets | Connected

01 The client

The client is a large logistics enterprise running regional warehouses, transport hubs and distribution centers, linked by its own fleet of trucks.

Freight moves between sites on roll cages and pallets, and the equipment travels with it. Forklifts, pallet jacks, handheld scanners and cages leave one site on a truck and are expected back, but often end up somewhere else.

02 The challenge

Each site kept its own equipment list, and the fleet was recorded separately again. When a cage or pallet jack went out on a truck, no record followed it, so sites argued over equipment nobody could locate.

- Asset records sat in disconnected systems, one per site and one for the fleet.
- Equipment that left on a truck had no record of where it arrived.
- Lost and misplaced roll cages and pallet jacks had to be replaced.
- Teams could not check what equipment a site held before planning a shift.
- Shifts were held up while staff searched for equipment.

03 What they set up in Asset Infinity

The company brought its vehicles and handling equipment into one Asset Infinity register, with tags read at dock doors and trackers on the fleet.

Assets

One register for fleet and floor

Trucks, forklifts, pallet jacks, scanners and roll cages share one register, each with its home site, current location and full movement history.

Connected

RFID readers at the dock doors

Tagged cages and equipment are recorded as they pass fixed readers at dock doors, so a move between hubs is logged without anyone scanning.

Connected

GPS trackers on trucks

Trackers report each truck's location, so the team knows which vehicle carried equipment away and where it is now.

Assets

Equipment counts by site

Verification rounds in the mobile app confirm what each site holds and mark items verified, moved, not found or damaged.

04 How it works day to day

Follow a load of roll cages from one hub to another.

WAREHOUSE LOADER

Loads tagged cages

Cages carrying outbound freight are wheeled onto the truck. Each carries an RFID tag that is already in the register.

SYSTEM

Logs the move at the dock door

The fixed reader at the dock door records each cage leaving the warehouse, with the time and the door.

SYSTEM

Follows the truck

The truck's GPS tracker reports its location along the route, so the cages' whereabouts are known while in transit.

SYSTEM

Records arrival at the next hub

The receiving hub's dock reader records the cages coming in, and their location updates to that hub.

HUB SUPERVISOR

Checks what the hub holds

Before a shift, the supervisor views the cages, jacks and forklifts currently at the hub and requests transfers if short.

SITE AUDITOR

Runs the equipment count

In the mobile app the auditor scans each item on site, marking it verified, moved, not found or damaged.

OPERATIONS MANAGER

Follows up missing items

Reports list equipment not found, with its last recorded move, so the team knows which site or truck to ask.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Records	Separate lists per site and for the fleet	One register for vehicles and equipment
Movement	Not recorded when equipment left on a truck	Logged at dock doors and by truck trackers
Loss	Cages and jacks misplaced and replaced	Last known move on record for every item
Visibility	No reliable view of what each site held	Current equipment by site, any time
Shift start	Delays searching for equipment	Equipment located before the shift

06 How it rolled out

1

Gaps found. The team reviewed how equipment moved between sites and where tracking broke down.

2

Records combined. Site lists and fleet records were combined into one register, with categories and site-based views configured.

3

Movement tracking switched on. Tags, dock door readers and truck trackers went live, with movement rules for daily operations.

07 The results

- Fewer roll cages and pallet jacks lost or misplaced between hubs.
- Live location of trucks and tagged equipment across sites.
- One history of each asset's movements, open to every site.
- Fewer shift delays caused by missing equipment.

08 Why it worked

Moves recorded without effort

Readers at the dock doors log equipment as it passes, so tracking does not depend on busy loaders remembering to scan.

Fleet and floor together

Trucks and the equipment they carry are in the same register, so one record tells the whole story.

Counts close the gaps

Regular verification rounds catch anything the readers missed and keep the register honest.

09 Looking ahead

By recording equipment as it passes dock doors and following the trucks that carry it, the company knows where its handling assets are, and its asset tracking became 32% more accurate.

Each site now plans its shifts from a reliable count of the equipment it holds, and lost items are found from their last recorded move instead of written off.

See it on your own assets

A 30-minute demo, set up for a logistics or warehousing operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial