



Case Study

YUNEX  
TRAFFIC

# What matters to Yunex Traffic is making cities more livable

**Do what matters**

## CASE STUDY

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Yunex Traffic, a global leader in intelligent transport systems, helps make mobility safer, more efficient and more sustainable. Its future-proof Service Business Platform (SBP) in [Microsoft Dynamics 365](#) connects data from diverse systems and delivers role-specific views to improve inventory management, traffic asset maintenance and repair, and asset replacement and expansion through upselling.

**“Dynamics 365 allows quite a lot. Based on valuable data insights, we can improve and further develop our transport management continuously. As part of our commitment to customer support, we are transforming our approach to leverage data in predicting tailored solutions for our customers. This positive shift allows us to proactively address their needs and deliver even more efficient and personalized assistance.”**

– **Neelo Davies**  
SBP Manager, Yunex Traffic

### Inspiring change: How to improve data flow to speed up deliverables

In most countries, Yunex Traffic teams operated with different tools, including ERPs, to manage service, support and back-office functions. Leaders wanted a solution that would address the different needs of offices in various countries, such as:

- Providing US employees with access to real-time digital information no matter where they are.
- Empowering German call center employees with real-time data to better keep customers informed on project status.
- Providing Swiss leaders with quicker and easier access to data.
- Providing all countries with a customer portal where customers can log tickets, see real-time updates on ticket progress and get information about their assets.

**Company Name:** Yunex Traffic

**Country:** Germany

**Company Size:** 3,500+

**Industry:** Infrastructure & Transportation

**Solution:** Microsoft Azure, Microsoft Dynamics 365

From a technical support perspective, the company provides on-site repair and maintenance of traffic control systems across numerous countries. The service processes involve coordinating technicians with dedicated back-office dispatchers. “The project’s biggest target was to implement a global solution that fits the requirements of every country without millions of customizations,” says Davies. “Now that we have all the information in one place, fully digitized, it enables a comprehensive overview of our service requests and allows us to coordinate our technicians even more efficiently – and exchange learnings on a global scale.”

### Driving innovation: Getting a green light for a global system and real-time data availability

We gathered requirements from across Yunex Traffic’s operations and active systems to create universal user stories with [Microsoft Azure](#) DevOps for the SBP proof of concept that the company could experiment with. Defined user groups, from back-office employees and service technicians to sales representatives, customer support and management, participated in the data capture. They then explored the portal through user interfaces customized for their functions and supported the implementation of the SBP in their home countries.

**“Once the SBP was up and running, it supported daily life and work more efficiently, especially for service technicians.”**

– **Joerg Radusch**  
Head of Delivery Management in Customer Service,  
Yunex Traffic

In Germany, back-office employees schedule preventive maintenance at the beginning of a contract. In fact, contracts can be imported in bulk to the service calendar, and appointments set automatically for the term of each.

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In Dynamics 365, data is captured and refreshed in real time, ensuring reliable views of service call status, commercial activities, customer support, parts inventory on service vehicles, technician routing to jobs and time spent repairing or maintaining traffic assets at client sites. When calls come in for traffic control repairs, employees can see service technician availability and expertise in real time and then assign a resource based on proximity and the required skillset.

"Field service technicians have all their bookings on their mobile and laptop devices," says Radsch. "They can see all their jobs scheduled, what asset they'll be repairing, and where when the job needs to be completed. They also get some additional details, so they know what to supply on the truck and a history of the asset. This has reduced paperwork."

Customers also have a new portal on which to open service requests and follow the progress of jobs to better support motorists.

In Berlin, for example, Yunex Traffic operates the Traffic Information Center, controlling and monitoring traffic across 1,500 kilometers of roadways. Once the implementation in Germany has been completed, service technicians will benefit from data on real-time traffic conditions from more than 1,000 detectors in the road network. This data will trigger alerts and warnings for risky situations, helping to make drivers, cyclists and pedestrians aware of issues and help them stay safe.

In the Netherlands, SBP supports some traffic ticketing and a webshop for Yunex Traffic customers. "We're not using the tool to its full potential yet, but we don't need additional systems to see the benefits of the platform and make our employees' lives easier and more efficient," says Radsch.

Yunex Traffic plans to extend SBP use in the Netherlands and implement it in Poland, with more countries to come based on their specific requirements.

### **Achieving what matters: Improving awareness inside Yunex Traffic and street-side, worldwide**

Dynamics 365 is integrated with other systems at Yunex Traffic, improving visibility across lines of business and functional departments. This increases collaboration opportunities for Yunex Traffic managers as well as people on roads across the globe.

## **About Yunex Traffic**

Yunex Traffic is a separately managed company of the Mundys Group. It is a global leader in the field of intelligent traffic systems, offering the widest end-to-end portfolio of solutions for adaptive traffic control and management, highway and tunnel automation, as well as smart solutions for V2X and road user charging tolling. Yunex Traffic has more than 3,500 employees from 62 nations and is active in over 40 countries worldwide. Its intelligent mobility solutions are currently being used in major cities across the world, including Dubai, London, Berlin, Bogota, and Miami. Yunex Traffic has successfully concentrated its efforts on mastering technologies in the three segments of hardware, software, and service, and is subsequently the only supplier who is capable of meeting all major regional standards in Europe, the UK, Asia, and America. Further information is available at: [www.yunextraffic.com](http://www.yunextraffic.com)





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