WEBFLEET
TOMTOM TELEMATICS
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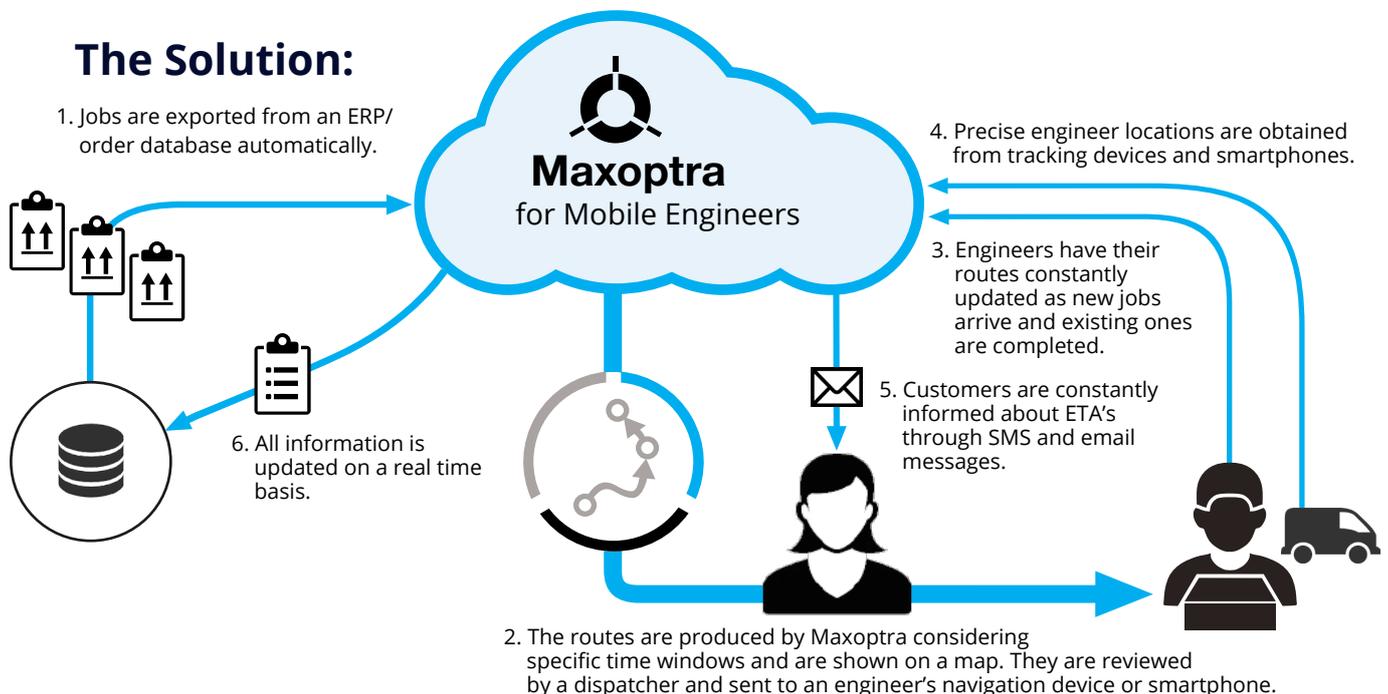# FIELD SERVICE
Management Software for Mobile Engineers

With often vast territories, employees distributed across many different locations and the tightening of margins driven by increasingly demanding customers in a highly competitive environment, the field service industry has unique management challenges.

Given that customers expect to be advised of appointment windows, estimated times of arrival (ETA's), receive convenient auto-notifications and informed immediately of any delay, (and all at a lower cost), then investment in new technology merely to reduce operational costs and improve efficiency is not enough. Service delivery is becoming increasingly complex. A field service organisation must have clear visibility and understanding of what is happening with any job, at any point throughout the day and be able to respond quickly in real-time to sudden changes to the planned schedule to maintain customer satisfaction and loyalty. Maxoptra's dynamic planning and scheduling platform provides the solution to meet all these challenges both for large and small companies — either as a plug-in to existing IT Infrastructure or as a stand-alone for start-ups.

The Challenges faced:

- In-coming jobs are continuous, needing immediate response. To gain cost efficiencies, dispatchers must plan optimal routes quickly with an appropriately skilled engineer sent to each job.

- The difficulty of providing field engineers with all the detailed job information required when they are on the move.

- Responding to customer ETA queries reactively can be a time consuming and expensive manual process reliant on numerous phone calls — and still does not meet customers' expectations of being proactively advised of consignment arrival.

- Increasing customer demand for narrow time windows and other order complexities makes it impossible to work out the most efficient use of engineers and vehicles in real time.

The Solution:

1. Jobs are exported from an ERP/order database automatically.

Maxoptra for Mobile Engineers

4. Precise engineer locations are obtained from tracking devices and smartphones.

3. Engineers have their routes constantly updated as new jobs arrive and existing ones are completed.

6. All information is updated on a real time basis.

5. Customers are constantly informed about ETA's through SMS and email messages.

2. The routes are produced by Maxoptra considering specific time windows and are shown on a map. They are reviewed by a dispatcher and sent to an engineer's navigation device or smartphone.

Business advantages:

Maxoptra was specifically designed to allow field service companies to drive operational efficiencies, allow rapid reaction to any changes in real time and improve customer service, thereby:

10% **Reducing operating costs of up to 10% to enable new pricing competitiveness**

Meeting customer expectations on real time delivery and collection notification, leading to increased satisfaction and business growth by:

— Generating new opportunities and repeat business with existing customers.

— Increasing loyalty and retaining existing customers.

— Winning new customers.

Improved customer service

As the Maxoptra system continually updates the status of each job, the vehicle position and calculates the estimated time of arrival, the customer service team can always answer any customer query. To enhance satisfaction, customers can be kept informed through SMS and email notifications which are collated and delivered in a daily report.

Fast reaction to new jobs coming in

The system automatically assigns the most appropriate engineer to each new job coming in during a day, to meet the customer's specified time window and provide a higher level of service. Even when routes are already started, Maxoptra continually monitors progress, the current vehicle position, jobs completed by each engineer and the remaining driving hours.

Decreasing costs

Maxoptra's scheduling is designed to reduce costs through efficient route planning. Routes are sequenced to match customers' time windows and to always be on time.

Functionality:

Maxoptra is unique and powerful in its ability to combine automatic planning, tracking and mobile technology with scheduling techniques of experienced planners and dispatchers in a single integrated solution.

Even greater software usability

All jobs are shown clearly on the map. Ideal delivery sequences can then be built automatically through "drag-and-drop", the simple process of dragging selected jobs to an engineer.

Automation

Each route can be built in seconds, taking into consideration all influencing factors such as customer's time windows, traffic conditions and driving time.

Engineer's mobile app

Engineers can constantly keep in touch with the dispatch office through a mobile app. They report order status in real time to the controller and receive new jobs during a day. Maxoptra is also connected to TomTom navigation to guide an engineer through traffic. Real-time positioning information (coming through the GPS) is constantly reported to the dispatch office, helping the scheduling team to make efficient allocation decisions.

Keeping clients informed

ETA notifications are an accepted customer expectation today. Not offering them can cause uncertainty about the professionalism of the service being provided. Maxoptra sends regular updates to customers to keep them informed.

Reporting

Maxoptra's business reports provide managers with instant visibility of overall operational efficiency, whilst dashboards and KPI reports illustrate individual engineer performance. Maxoptra also produces On-Time In-Full reports that monitor arrival times and help to maintain customer satisfaction.

Maxoptra

www.maxoptra.com

Maxoptra is a dynamic scheduling and route optimisation software platform designed to enable fast and efficient decision-making, in real-time, within ever-changing operational environments, particularly service management, supply chain, distribution and home delivery. Easy to use, affordable and highly customisable, Maxoptra helps companies to do more business with the same resources at a lower operational cost and having an open API is an ideal complement to any telematics, WMS and CRM solution. As a subscriptionbased SaaS solution, Maxoptra is accessible 24/7 from any web browser worldwide, meaning every new release of functionality is immediately available to subscribers with no additional charge or upgrade cost. Our scheduling solutions manage over 10,000 fleet vehicles worldwide every day. Customers include Gist, Avis Car Rental, Snap On, Serviceline, Walkers Transport, Champion Timber and many others.

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