

integrated



minds



solutions



Digital Dispatch

- ▶ Two-way exchange of information between AXIS and the mobile data device ensures drivers and dispatchers have accurate, up-to-the-minute call data
- ▶ Various options with mobile data devices and wireless networks lets you choose what works best for your club
- ▶ Imbedded GPS in the mobile data device automates vehicle tracking, which allows up-to-date driver locations to be viewed on the Driver Watch map display
- ▶ When combined with SmartSpot, provides automated hands-free dispatching, allowing drivers to receive their calls within seconds of the call being entered into the system
- ▶ Automated mileage tracking using GPS helps control mileage costs
- ▶ Automated battery and accessory sales through AXIS Point-of-Sale provide availability, pricing and credit card authorization to improve efficiency and accuracy
- ▶ Digital transmission of call data takes less time than voice communication, improving dispatcher efficiency
- ▶ Call information can be sent when drivers are away from their vehicles, freeing dispatchers for other tasks

ERS Digital Dispatch works with ERS to provide seamless integration with approved web-based handsets, such as a BlackBerry®, and mobile data terminals and/or computers, using wireless technology from Mentor Engineering. AXIS ERS communicates with drivers to send and receive ERS call information using a variety of wireless networks, allowing clubs to choose the networks that work best in terms of coverage and cost for their territory. Digital Dispatch streamlines the call process - once a call is spotted to a driver, it transmits complete call information to the appropriate service vehicle, where the mobile data device receives the information and alerts the driver.

Using Digital Dispatch with SmartSpot

When you use Digital Dispatch with AXIS ERS SmartSpot, call dispatching occurs without dispatcher intervention. AXIS ERS SmartSpot matches calls to the appropriate driver, who receives call information quickly and reliably, improving overall response time and member satisfaction. Dispatchers are free to handle exceptional situations and supervise operations.

Mileage Tracking

Digital Dispatch supports automated mileage tracking on Mentor MDCs to help control mileage costs using either GPS units, or by hard-wiring the mobile data devices to the vehicle odometer. A report outlines those instances when drivers override the calculated mileage, allowing ERS managers to review and adjust mileage and associated costs.

Battery Sales

Digital Dispatch supports battery and accessory sales via the Point-of-Sale/Inventory interface. Drivers are able to look up battery pricing and availability from their devices and then process the sales, including credit card authorizations right from their vehicle.

- ▶ Automatic transmission retries in “dead zones” save dispatcher and driver time
- ▶ Multiple calls are stored and viewed on the mobile data device, alerting drivers of workload and enabling them to plan routes
- ▶ One-key controls on the mobile data device ensures drivers can quickly learn and process calls efficiently
- ▶ Drivers’ status updates lets dispatchers monitor calls more effectively and make automated dispatching with SmartSpot more efficient
- ▶ Detailed driver activity report provides greater accuracy in identifying problem areas

“In the past, busy days usually meant a bottleneck in Dispatch, partly because our air time was limited. We knew we had to streamline this process and it became clear that Digital Dispatch was the way to go. Not only is Digital Dispatch a faster and more efficient way of getting calls out to the driver, it also provides more comprehensive background information for follow-up.”

John Irving
 Manager, Automotive Services
 Systems, CAA Central Ontario

Email Dispatching

Digital Dispatch provides the capability to dispatch calls by email, enabling you to reach your service providers on their email devices, wherever they may be (for example PC, BlackBerry, pager). Email replies confirming the call status (for example en route, on scene) automatically update the call.

Using the Supervisor Function

Digital Dispatch provides a Supervisor function that can be used to dispatch calls to a garage (instead of to a driver) when the garage supervisor also operates a service vehicle. With this function, you dispatch calls to the supervisor’s digital device; the supervisor then reassigns calls to other drivers. This function both reduces dispatcher workloads, and lets the garage take responsibility for their call distribution.

“With the Supervisor function, we have reduced the necessary number of dispatchers by eight, and have improved our response time from 34 to 27 minutes overall and from 29 to 19 minutes in Metro Pittsburgh. Since garage owners or supervisors now know exactly how many calls are active in their assigned area, overall truck strength has increased from two to three trucks per garage, on average.

Truck efficiency has also improved dramatically. Garage owners or supervisors obviously know their own personnel best: with the Supervisor function, they can assign calls based on driver ability, attitude and skill.”

Steve Popovich

Director, Automotive Services, AAA East Central

Updating Call Information

By pressing a key on the mobile device, a driver can change his or her call status to en route, on scene or under tow. Drivers can also refuse a call, enter a tow destination, provide information such as towing distance and Plus extra costs, and clear a call. All driver changes immediately update the call information in the AXIS ERS system. Similarly, any changes initiated by the dispatcher are immediately retransmitted to the driver, ensuring that both parties always have up-to-the-minute, complete information.