



Field Services

TeleNav Track can help you manage your mobile workers, keep an eye on vehicles and equipment and improve information access.

For many companies, providing customers with service in the field is a fundamental necessity. Their businesses simply wouldn't survive without it. However, many companies can utilize their mobile workforce as a cost-saving, revenue-generating opportunity by implementing the right technology. Companies that heavily rely on a field service organization are able to cut operating costs and generate incremental service revenue, resulting in a more productive workforce and a more satisfied and loyal customer base when they provide their workers with the right tools to do their jobs. When field service workers are able to perform efficiently and productively, every service call becomes a business opportunity, not a costly business necessity.

CHALLENGE

The right technology can address the following field services concerns:

- Inefficient scheduling and dispatching
- Cumbersome, time-consuming paperwork
- Limited fleet visibility and accountability
- Inefficient access to important data

Inefficient scheduling and dispatching

With tight margins and fluctuating fuel prices, companies that can efficiently schedule workers and equipment gain a key competitive advantage. Disruptions, unscheduled and

emergency jobs and unplanned employee absences can increase scheduling and dispatching challenges, often resulting in slower response times.

Cumbersome, time-consuming paperwork

Field service operations are often plagued by manual, paper-based processes. Paperwork, whether it's for job status information, timesheets or regulatory record-keeping, can slow down the mobile worker and significantly limit productivity. Manual processes are often redundant and error-prone.

Limited fleet visibility and accountability

Having visibility into your fleet of mobile workers and communicating with them in real time are important capabilities. Of particular concern in field services is ensuring that workers are able to move quickly from one job to the next and verifying that they are on the job when they are supposed to be.

Inefficient access to important data

Information drives successful customer service. Field service workers are able to perform at their best when they have easy access to data such as customer histories, parts information and repair instructions.

SOLUTION

TeleNav Track is a powerful business tool that allows you to address these important concerns. By adding wireless GPS navigation and tracking capabilities to your operations, you can:

Efficiently manage your fleet

With GPS tracking and reporting, you can stay in close contact with your mobile workers and intelligently dispatch them based on their exact locations—which reduces response times, saves fuel costs and allows mobile workers to complete more jobs in less time. You can view the location of your drivers on a Web-based map, track their status and view a history of the locations they've visited.

TeleNav Track includes a full complement of reporting capabilities to help you manage your fleet. Reports provide data such as:

- All stops a mobile worker makes and how long they spent at each location
- A complete history of the locations each vehicle has visited throughout the day and the path it took to arrive at those locations
- Drivers' speeds, ensuring safety and regulation compliance

With TeleNav Track, your back-office staff will be more productive. They no longer need to manually process paper timesheets and other

job related forms. Dispatchers can access the system to find out a mobile worker's exact status. Managers can use it to generate reports to quickly spot problem areas and analyze trends in productivity.

Closely track your vehicles and equipment

Your vehicles and equipment are constantly on the move which makes tracking them a difficult but important activity. With TeleNav Track's GPS tracking, you can closely monitor the location and progress of each vehicle and ensure their security. By having an unrestricted view into the location of each vehicle, you can reduce the risk of misuse and theft.

Control costs

With TeleNav Track you can efficiently track your mobile workers' hours to ensure they are paid accurately. TeleNav Track's many forms can be dispatched wirelessly to the driver, and once completed, the form can be wirelessly sent back to the office.

TeleNav Track saves money on fuel by providing the best routes when your drivers are in unfamiliar places and reducing the miles they drive to get to their destination. Turn-by-turn voice and onscreen GPS directions help prevent workers from getting lost. If the driver makes a wrong turn, the system will immediately reroute the driver. You'll also notice a reduction in extra miles and vehicle wear and tear due to your ability to intelligently dispatch vehicles.

Cost savings may be realized with insurance since the risk of theft is reduced and you can monitor workers' speeds. Plus, you may have protection from frivolous lawsuits with historical data that shows vehicles' exact locations and the time they spent at the job site.

Improve information access

TeleNav Track's wireless dispatching allows you to quickly provide complete job details to your mobile workers. Information such as job number, time, type of work to be performed, customer contact information and location can all be sent in one message. And since the information is transmitted electronically, there's no room for miscommunication, ensuring complete accuracy.

Reduce paperwork

The system's wireless forms capability can transform the activities you currently perform on paper. By customizing the system to meet your wireless forms needs, you can greatly reduce inefficiencies created by excess paperwork and improve the timeliness of your field data.

Improve customer service

With TeleNav Track, your customers will notice a new level of responsiveness from you. Estimated driving times allow you to accurately pinpoint arrival times and reduce customer wait times. You can eliminate return visits by providing mobile workers with complete customer data. And with the efficiencies gained, you can provide customers with faster service.

Engage TeleNav for a free consultation today

TeleNav Track is simple to purchase, deploy and operate. TeleNav Track is a fully managed and hosted Web-based software service so you do not need to invest in any new IT infrastructure. All you need is a broadband Internet connection and Internet Explorer 6 or above. The system includes free 24x7 support, a dedicated account representative and free software upgrades. With five pricing packages, TeleNav Track offers the flexibility for you to choose which features you need and to ensure that it fits easily in your budget.

Let us help you analyze your existing systems and your organization's activities to see if TeleNav Track can benefit you.

Call 1 88 TeleNav 2 (1.888.353.6282) for a free consultation or visit www.telenavtrack.com.