



Government

TeleNav Track can help you manage mobile workers, ensure their safety, control costs and respond to citizens quickly and efficiently.

Do more with less. This was the dominant theme for government agencies in 2006 according to a recent survey conducted by Forrester Research. The survey shows that despite healthy budgets from the growing economy, government agencies need to make the most of the technology they currently have and limit spending¹. At the same time, homeland security legislation has heightened security requirements, placing increasing demands on government agencies. To sufficiently respond to these opposing pressures, government agencies need to implement cost-efficient yet powerful technology.

CHALLENGE

The right technology can address the following concerns:

- Inability to access information while in the field
- Lack of sufficient safety measures
- Lagging emergency response times
- Lack of mobile worker accountability
- Excessive paperwork
- Inefficient communication

Inability to access information while in the field

Having access to information from the field is important for all types of government agencies: building and zoning, permits and licensing, public works, emergency medical services and police and fire departments.

With electronic access to information from the field, these mobile workers can perform their jobs quickly and efficiently.

Lack of sufficient safety measures

Ensuring the safety of police and parole officers who are out patrolling and protecting our streets is a primary concern for many government agencies. Officers' radios enable them to stay in touch and to call for assistance when needed. Having the added measure of GPS tracking enables you to stay on top of their whereabouts and respond quickly when a safety concern arises.

Lagging emergency response times

For emergency medical services and police and fire departments, responding to emergencies quickly is paramount. These agencies can benefit from technology such as GPS tracking and navigation to reduce response times.

Lack of mobile worker accountability

Having visibility into your mobile workers is an important capability, one that is nearly impossible with manual processes. Without visibility, you have no way of knowing that your employees are where they are supposed to be. Some government agencies need to accurately record mobile workers' activities, such as visits to foster families made by social workers. With the right tools such as GPS tracking, you can track their activities and increase their accountability.

Excessive paperwork

Paper-based processes are inefficient and prone to error. Yet many government agencies rely heavily on paper. The right technology can reduce or eliminate this paper without significant capital investment or employee training.

Inefficient communication

Communication systems can be fraught with error due to a lack of clarity. With technology such as wireless messaging, communicating with your mobile workers can be done with efficiency and accuracy.

SOLUTION

TeleNav Track™ is a powerful tool that allows you to increase visibility and improve communication between your mobile workers and the back-office. By adding wireless GPS capabilities to your operations, you can:

Efficiently manage your mobile workers

With GPS tracking and reporting you can stay in close contact with your mobile workers to improve communication and accountability. View the location of mobile workers on a Web-based map, track their status and view a history of the locations they've visited. You will know that employees are where they are supposed to be and are efficiently routed from one job site to the next.

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

- All stops mobile workers make 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

Improve communication

TeleNav Track enables you to communicate with your mobile workers easily and clearly. Wireless dispatching enables you to quickly send job details to your mobile workers through their mobile devices. Since the information is transmitted electronically, there's no room for miscommunication, ensuring complete accuracy. Reports show when messages were sent and what they contained. And since the system doesn't charge by the minute or by the text message as with typical wireless systems, you can send as many messages as you need to without the risk of increasing costs.

Ensure officer safety

By having a complete view of the location of every officer on duty, you can feel secure knowing that back-up is never far away. If an officer calls for assistance, you can accurately pinpoint the exact location of the officer and then determine which officers are closest to the scene. This can be done in just seconds. Your officers will feel more secure knowing that you have implemented the most efficient and technologically advanced tools to ensure their safety.

Improve emergency response times

In an emergency, every second counts. With dynamic GPS navigation, your emergency personnel will be able to quickly and easily find the fastest route to the scene. GPS tracking means that your dispatchers can determine who is closest to the scene and provide callers with accurate arrival times. Wireless dispatching ensures that responders have every detail of the emergency at their fingertips.

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. For example, if a building inspector isn't at a worksite on time, a dispatcher can easily track his whereabouts and give the customer an estimated time of arrival. And with the efficiencies gained, you can provide customers with faster, more-responsive service.

Control Costs

By automating many of the functions typically performed manually, you'll improve operational efficiency and save time and money in the field and at the back-office. TeleNav Track's wireless timesheets helps ensure workers are paid accurately, helps reduce overtime and enables you to compare estimates with actual labor costs.

TeleNav Track saves money on fuel by reducing unnecessary mileage. Turn-by-turn onscreen and audible GPS navigation helps prevent mobile workers from getting lost. If the driver makes a wrong turn, the system will immediately revise the directions.

Cost savings can also be realized with insurance since the risk of theft is reduced and you can monitor workers' speeds. With real-time data on vehicle locations, you can keep track of your vehicles and equipment to avoid misuse or theft. Plus, you'll have protection from frivolous lawsuits with historical data that shows vehicles' exact locations and the time they spent at the job site.

Increase productivity and reduce paperwork

With TeleNav Track's time-keeping, barcode scanning and wireless forms functions, your mobile workers will no longer need to manually fill out timesheets and other paper-based forms. Your back-office staff will be more productive, too, no longer manually processing paper timesheets and other job-related forms. Reducing paper in your processes will improve accuracy and increase productivity which means your mobile workers can spend more time serving the community.

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 Microsoft 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.