

Route, Schedule, Dispatch and Manage Your Business Systems with Visual Control Room™



For Field Services Organizations

No matter the type of service you provide, it's almost certain that reducing costs, running your operations with increased productivity and serving customers efficiently are top priorities.

Improve your competitive edge with the Intergis routing, scheduling, dispatch and tracking software solution, Visual Control Room. It gives you the power to maximize driver, vehicle and fleet productivity, while delivering superior customer service—all from one central interface that can be shared across multiple locations.

Field Services organizations can benefit greatly from the Intergis Visual Control Room solution, which provides the ability to:

Efficiently and effectively manage a remote workforce

Visual Control Room automates your time-intensive manual tasks of planning routes, scheduling, routing and dispatching. You can easily match technician skills and on-vehicle parts to the requirements of the service call. Then, stay abreast of what's happening with your business minute-by-minute-with real-time tracking, monitoring and reporting.

Improve customer satisfaction

Get the right person to the right place at the right time, and automate many routine customer service activities with Visual Control Room. You can increase your service call accuracy by exchanging almost any kind of customer information, such as billing, labor, assets, Customer

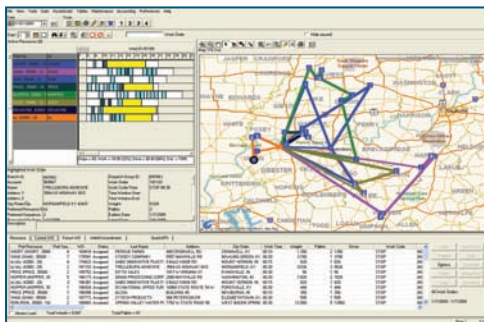
Relationship Management (CRM) data and order history between your back-office systems and your field service operations. Plus, increased visibility into your fleet's activity places greater accountability on drivers—helping you keep your commitments to customers.

Improve your bottom line

By automating your planning, scheduling and routing functions, you can significantly reduce driving miles and save on fuel costs while adding more stops per day. Prepare more precise estimates by putting numbers to hidden costs for travel, and extend the lifecycle of your fleet by automatically logging engine hours and delivering reminders for routine maintenance. This improved driver, fleet and management productivity adds up to dramatic savings both short- and long-term.

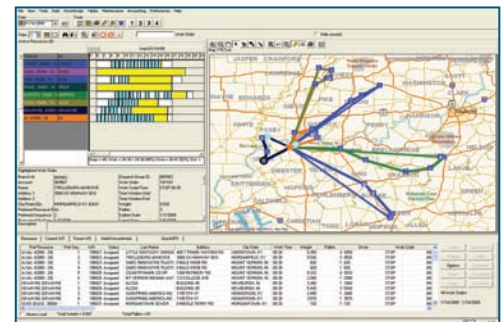
Consider this typical before-and-after scenario and notice how the savings add up:

Before:



Manually routed

After:



Automatically routed using VCR

Before: (Manually routed)	After: (Automatically routed using VCR)	Difference	Savings
8 Resources	6 Resources	2 fewer resources	25%
Overlapping routes	Non-overlapping routes	12 fewer hours in drive time and labor	32%
1545 Miles	1032 Miles	513 Miles	33%
Total Impact: Valuable loss of time and money; avoidable wear-and-tear on your vehicles.	Total Impact: Meaningful savings on time, money, labor, fuel and wear- and-tear on your vehicles.		



End-to-end optimization of your operations

Visual Control Room offers the following additional features and capabilities to deliver end-to-end optimization.

QuickGPS ©

Track vehicles and monitor driver performance in real time. Create GeoFences or virtual boundaries and receive system alerts. Compare actual routes against planned routes to know if work-in-progress is behind or on-schedule.

RouteScript ©

Automate system processes, procedures or repetitive steps. Gain complete control over how you want to further automate steps to more closely mimic your business processes.

ConnectRoute ©

Using a wide range of handheld devices or laptops, you can eliminate paperwork and time-consuming voice communications. Dispatch routes and schedules; receive real-time text updates from drivers; transmit information such as signature capture, bar code scanning, and credit card authorization.

Territory Planning

Easily create, organize and maintain unique territories based on geographic boundaries, stop frequencies or virtually any set of variables important to your business operations. Automatically balance schedules and routes across multiple resources to equitably distribute workloads.

Automatic Notification and Messaging

Get up-to-the-minute work order status updates from your drivers, and allow customers to call or log-in to create, schedule or confirm appointments or tasks. Keep customers informed by notifying them of estimated arrival times or schedule changes.

Business Information Management

Consolidate and maintain critical customer information in one place. With Visual Control Room, integrate and manage almost any kind of customer information, such as billing, labor, assets, CRM, and order history from your back-office systems into your field service operations.



Visual Control Room offers Field Service organizations tangible benefits:

- Reduce costs—fleet, fuel, labor and insurance—by 25% with the same or fewer resources
- Eliminate costly and time-consuming manual business processes
- Automate and optimize all aspects of routing, scheduling and dispatching
- Gain insight into your operations and compare planned-versus-actual routes
- Improve worker productivity while also enhancing customer service
- Reduce your carbon footprint
- Reduce liability exposure and mitigate risk
- Manage and control mobile resources for top performance