



**Fleet Complete® Track & Dispatch gives your business real-time view into daily operations, promotes efficiency and increases your bottom line**

# Track & Dispatch

Provides managers greater control over field service operations

**If your company performs deliveries or provides field services you may have little to no visibility into your mobile work force.**

You may rely on manual processes to prove customer pick up and delivery times or service details, which can lead to customer dissatisfaction and workforce productivity issues, all of which can lead to lower revenue and profitability.

With **Fleet Complete Track & Dispatch** you can track the location of your mobile workforce, dispatch work orders to the closest worker and receive job status updates as needed. Get a leg up on your competition and provide your customers with best in class customer service by immediately reacting to their urgent requests.

Imagine being able to provide your customer with real-time proof of delivery, how about executing timely pick-ups and deliveries with a real-time view of the location of your mobile workers. Utilizing the tools of Fleet Complete Track & Dispatch you can streamline your companies' operational efficiencies, and increase revenue.



BlackBerry Bold

## Benefits

- Reduced operating costs by streamlining fleet utilization
- Create geo-fences around client or depot locations and track when vehicles enter or exit
- Improve dispatching efficiency and coordinate customer calls with the nearest available resource
- Resources can use their handheld device to accept and update the status of jobs, access job details and complete electronic clock in/out timesheets
- Monitor job status, mobile resource tracking, workflow and job detail information, in real-time and historically
- Create workflow criteria to manage different jobs based on your business rules
- View & analyze completed job processes from start to end
- Completely customizable wireless work-order forms to easily and precisely accommodate your business



Motorola ES400

**Having closer contact and communication with the drivers on the road has been a win-win for everyone. It helps us be more competitive and responsive.** *John Rabideau, Manager, Metro Delivery*

## Key Industries We Serve:

### Service Fleets

- HVAC
- Plumbers
- Electricians
- Technicians
- Landscape
- Property Management
- Restoration & Repair

### Other

- Construction & Environmental Services
- Oil and Gas

### Delivery Fleets

- Courier
- Parts Delivery
- Office Supplies Delivery
- Furniture Delivery
- Food & Beverage Delivery
- Armored Vehicles
- Passenger (Limo, Patient Transfer)
- Tow-Trucks

## Wireless Dispatch

- Dispatchers customize the information that they want shown on the dispatch board
- Detailed, driver-specific information including a driver's current GPS location and contact information
- Alerts notify dispatch if a delivery is "almost late" or late

## Barcode Scanning

- You can specify that waybills, pickups and deliveries be scanned using the integrated 1D UPC and 2D GS1 scanning capability of the ES400. This ensures the right packages are being picked up and delivered from the right location, improving billing accuracy and customer satisfaction.

## Signature Capture

- Upon delivery at a customer location, your mobile resource can enter the name of the recipient along with getting a signature captured on the ES400. By capturing actual signatures, you can reduce expensive waybill paperwork and provide additional proof of delivery over text POD's.