

Networkfleet Drives Operational Improvement with Mobile Workforce Automation Solution from ClickSoftware



The Company

Fuel, insurance and maintenance costs are a service fleet operation's biggest expense after personnel. San Diego-based Networkfleet, a 10-year old subsidiary of HUGHES Telematics, helps some of the country's largest vehicle fleets to reduce fleet operating expenses. Networkfleet's customer base encompasses any business that depends on vehicle fleets, such as government agencies, mobile service, delivery, taxi and limousine services. Combining hardware, software, wireless networks and the Web, Networkfleet's automatic vehicle location (AVL) system enables customers like Roto-Rooter, the city of Napa Valley, CA and the U.S. Marine Corps to reduce fuel and maintenance costs through improved vehicle utilization.

The Networkfleet AVL system continuously monitors each vehicle's GPS location data and engine diagnostic trouble codes. A small plug-and-play device mounted on each vehicle connects to a vehicle's on-board computer and transmits engine diagnostics and GPS location data over wireless networks to a secure Web site, where customers log in to view fleet performance reports. The Networkfleet system enables customers to:

- Reduce operational costs by proactively scheduling vehicle maintenance
- Detect problems before they cause breakdowns
- Plan schedules to minimize fuel consumption and employee overtime
- Locate lost or stolen vehicles.

The Challenge

Networkfleet relies on a national network of partners and resellers to install its AVL monitoring devices in customers' vehicles. For years, the company's installation department managed its partner network using an ad-hoc system of e-mail and a standard database. Orders came in via e-mail and were manually entered into the database. The database provided little visibility into order status,

Benefits

- Managers have a global view of all orders in progress
- Automated reporting replaced laborious SQL queries
- Adaptable data views save users' time by eliminating distractions
- Automatic alerts prevent orders from slipping through cracks

which made it difficult for managers to head off potential problems. Running reports was a laborious matter of writing SQL queries every time a manager needed information. All communication between Networkfleet managers, customers and installers was done manually through e-mail.

"It was not a scheduling system. The only purpose it served was to store data," said Anne Perry, Networkfleet's Vice President of Operations.



The Solution

Networkfleet decided to completely overhaul its order management process, and started by researching workforce management tools to automate scheduling and reporting. The workforce management tool would become the main repository for ordering data and the communication platform between Networkfleet, its customers and its installation partners. The management tool also had to be flexible enough to integrate with the legacy database because Perry wanted to avoid the time and complexity of migrating the legacy data to a new repository.

After examining five workforce management solutions, Networkfleet chose ClickSoftware's ClickIMRS (Installation, Maintenance and Repair Services) solution, which encompasses order management, optimized scheduling and operational reporting. "ClickSoftware had all of the flexibility that we needed," Perry said. "It gave us all of the base functionality, then makes it incredibly easy to add more functionality to support our unique business processes. Another large selling point has been the pre and post-sales support we received from ClickSoftware. That comes up whenever anyone asks us about the software."

The Implementation

In its initial stages, Networkfleet implemented ClickIMRS to manage up to 30 installation companies from within its installation department. ClickIMRS is now the department's main scheduling and management application, handling up to 400 transactions per month. More important to Perry than the volume of transactions ClickIMRS can handle, however, is how it manages the transactions' complexity. "A fleet of 400 vehicles can be easy to install if they're all in the same place, but if they're across the state it's much harder. ClickSoftware tracks the complexity of those transactions automatically," she said.

ClickIMRS automatically alerts the installation department when an order has been in the system for two days without being scheduled with an installer. Customizable screen views enable users in different departments - sales, installation, and account management - to display only the data relevant to them, which eliminates distractions.

ClickIMRS also ended the daily flood of up to 150 e-mails the installation department received from customers, installers and co-workers. Anyone who needs to see a job's status can log in to ClickIMRS and see it instantly, without waiting for the installation department to run a database query. Perry said the ClickIMRS implementation has enabled Networkfleet to focus more on its core business, and less on the mechanics of performing routine tasks.

"We went into this project with a very open mind, saying that we didn't want to replicate the way we do things today, we want to do them better," Perry said. "We were open to changing the process flow and the workflow to get better results. ClickIMRS enabled us to do that, with great results. The change in workflows has made a monumental difference in our ability to do more orders so the scalability has increased along with the visibility into the process. Our ability to make better decisions about our business is growing exponentially every day because of the information we get from ClickIMRS."



"We needed a system that gave us visibility into the installation process and the ability to track an order to ensure it was completed within a set time frame. We also needed to be alerted when an order was in jeopardy of running over; to see our national installation capacity at any moment, and a way to view all orders at the same time."

Anne Perry, Networkfleet, Vice President of Operations

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