



Automobile Association of SA (AASA)

Implementation of a fully integrated workforce management solution



“ClickSchedule simplified the dispatch process. The best-suited resource to the task is easily identified and dispatched. The reliable delivery system to the fleet’s mobile device ensures a quick response with no added effort.”

— Dispatch Supervisor

The Company

The AASA was formed in 1930, with the primary aim to address motoring issues of national and macro-economic importance. Almost 80 years later, they are still championing the needs of the motoring public. AASA is a non-profit organisation providing services to its members such as roadside assistance, technical and motor-related legal advice. It also maintains liaison with government departments to influence decisions, either by lobbying or making formal representations on behalf of motorists.

AASA services customers while following strict SLA guidelines. To maintain guaranteed service levels, AASA must operate at high productivity levels while also ensuring safety, especially during emergency situations. The AASA operation has a permanent fleet of 250 drivers and 1000+ contractors.

The Challenge

AASA faced several challenges with their bespoke workforce management solution. They realised the need for a fully integrated platform that can expand into an optimised and automated workforce management system.

The business experienced challenges with communication between the current dispatch system and the mobile application, leading to great frustration between dispatchers and technicians. In addition to this, there was limited visibility into the activities of the resources. This made it difficult to determine whether they were able to stay on schedule and meet the day’s obligations.

Many procedures were handled manually because of communication problems. The scattered systems often forced employees to enter information multiple times, leading to discrepancies and incorrect data. Assigning the work to the most suitable resource was an area they needed to grow in. It was very difficult to gain maximum agility and efficiency using their manual scheduling methods because there were simply too many variables to consider.

Senior management could not access a centralised view of the scheduling metrics. This made it difficult to determine just how well AASA as a whole managed the field workforce and serviced customers.



Key Customizations

- Capture information to display on columns on Resource Gantt Chart:
 - Vehicle Inspection Time
 - Type of Vehicle (Patrol/Towing) to be used
 - Device Serial Number to assist with remote support
 - Log-off time
- Auto-schedule and dispatching drop-off tasks (Second task for delivering a vehicle to its destination)
- Semi-Automatic Scheduling and Dispatch (suggests best candidate based on business objectives)
- Display static standpoints on map
- Launching of offline Navigation Software from a task
- Battery Price calculations and intricate conditional settings for Roadside Payments
- Flexible canvas for vehicle inspections
- Task duration timer displayed
- Elapsed time calculations on task
- Dispatcher performance monitoring

The Solution

AASA began their search for an automated workforce scheduling solution by researching the current offerings on the market. Some of the criteria for selecting the most suitable workforce management solution were:

- A single system to dispatch and manage towing and patrol work
- Ease of integration with current CRM solution
- Ability to optimise and automate the schedule
- Seamless integration between schedule and mobile application
- Ability to configure the solution to address business needs
- Assign work based on location of technician
- Scalability

Powertech System Integrators (PTSI) positioned ClickSoftware as a fully integrated platform as the answer to AASA's stated challenges. This solution offers real-time visibility to the field, and integrates with the existing CRM system. One of the key reasons why ClickSoftware was proposed was to increase the utilisation of resources, and increase the number of tasks per day each resource completes. By utilising optimised scheduling, they would be able to place the right resource at the right location and at the right time.

Implementation

AASA decided on a phased approach, and started by implementing ClickSoftware. For Phase 1 of the project the focus was on integration between the CRM system. Another important aspect was to ensure that the Mobile Application was streamlined, and easy to use for all technicians.

PTSI assisted with workshops and requirements analysis sessions where after configuration and development followed, including the design and implementation of an integration layer between ClickSoftware and CRM. Extensive internal training ensured that all affected employees were comfortable with the new solution.

The solution was implemented in production to the patrol business area first, followed by towing. This enabled effective change management, and lead to an efficient roll-out. The business experienced minimum down-time, and the benefits of having an integrated dispatch and mobile application were almost immediately evident.

The Result

ClickSoftware enabled AASA to optimise the scheduling process, allowing them to complete more tasks per day. At the same time, they're able to geographically group tasks together much more efficiently, saving time, while increasing the customer experience. They improved overall control and visibility into the field activities. And the time spent on scheduling has decreased. With improved scheduling, AASA is now in an improved position to meet future challenges.

AASA now has a platform in place with which they can provide an effective service for their customers.

For more information on AASA visit www.aa.co.za

For more information on ClickSoftware visit www.clicksoftware.com or sales@clicksoftware.com