



Field Force Automation

Tracking and Telemetry

Improving asset management, safety and customer service



Improving fleet and asset management

As organisations seek to improve efficiency and productivity by mobilising their processes and people, they face the challenge of managing significant numbers of mobile assets, such as vehicles and specialist equipment, as well as promoting the safety and security of employees in the field.

With GPS tracking technology, organisations can now access real time and reliable data about the exact location of a vehicle (and its associated employee) or other valuable assets. In addition, vehicle telemetry captures data from the engine management system to report on fuel consumption, vehicle performance and driver behaviour. This wide range of accurate, location-based information delivered by tracking and telemetry technologies can be used to improve customer service, minimise travel times, reduce fuel consumption and increase fleet utilisation. Organisations that deploy tracking and telemetry have reported improvements in individual employee productivity of 10-30 per cent a day and dispatch efficiency of 20-60 per cent .

Northumbrian Water boosts productivity

Northumbrian Water's field force automation solution incorporates tracking & telemetry, which enables dispatchers to see each engineer's job status and vehicle location instantaneously on a single web page. Productivity increased by some 10 per cent in the initial pilot, thanks to optimal job allocation and better journey planning aided by satellite navigation. Together with a dramatic reduction in unnecessary journeys, driven mileage was reduced by around 20 per cent. The solution also enables single entry job information via a PDA, which substantially reduces paperwork and saves each engineer around 40 minutes each day.



Tracking and telemetry solutions

AMS Tracking and Telemetry solutions use GPS and vehicle telemetry technology to monitor and manage mobile

Assets such as vehicles and equipment as well as the safety and security of field based employees. This information is used, for example, to alert a customer that the engineer is on the way, or to locate specialist equipment or an individual with a particular skill set.

The web based solution will accommodate any number of depots, Assets, vehicles or employees. Solutions include:

AMS FleetManager Lite provides an entry level tracking solution delivering essential organisational level data. Real time location information of assets includes; date, time, speed, direction of travel and status. All accessible through bespoke web hosted screens delivering accurate live and historic data in easy to use textual or graphical satellite/hybrid map views.

AMS FleetManager encapsulates all the features of the Lite solution but facilitates:

- **Controller Area Network Bus** delivers vehicle data such as MPG, driver performance and vehicle fault codes. Data is dependent on the make model and age of vehicle.
- **Driver ID** Each driver is allocated a unique tag which is presented to the vehicle at the start of each journey. This allows driver based reporting not just asset.
- **Immobilisation** can be achieved in conjunction with driver ID and/or via remote immobilisation through the web portal. The vehicle to comply with road safety can only be immobilised from starting and cannot halt a journey.
- **Temperature Monitoring** monitor refrigerated transport with up to 3 independent zone sensors
- **Satellite Navigation (Sat Nav) Integration** delivers jobs, messages and data via a Sat Nav device. This is a flexible solution that can be programmed to record completion of driver checks; pass back ETA's to customers and much more. This solution will be deployed with bespoke application screens.



AMS Site Manager facilitates location and usage information from welfare cabins. Capable of monitoring 8 inputs, 8 outputs and 1 voltage level input employed for effluent, fuel and water tank levels etc.

AMS Trailer Track provides tracking information in real time via a web portal facilitating full trailer fleet visibility and comprehensive alerts, reporting and utilisation information. The system is fully configurable to fit any organisational requirement from screen layout to unique reporting requirements.

AMS Locator A portable device which will track an asset or person for 16 hours of movement before requiring a charge. Multiple uses such as spot hire consignment and personal tracking. Has full reporting suite, live tracking portal and complete integration with all other AMS hardware platforms.

AMS Locator Plus delivers all the functionality of the AMS Locator with additional battery capability in a larger housing to match requirement.

Key features of all hardware solutions

Real time monitoring via inbuilt GPS tracking technology supplies a regular view with the exact location of a vehicle, employee or asset and can calculate journey times and estimated time of arrival at the destination. Information can be reviewed as a text report or a visual map that includes a 'snail trail' view of journey tours.

Full vehicle telemetry interfaces with vehicle engine management systems to provide data about fuel consumption, driver behaviour and vehicle performance including the time vehicle and driver have been on the road, idle time, location and speed and total journey time to date.

Route optimisation analyses journey information and plan routes more efficiently. Drive time has been shown to decrease by 10 to 20 per cent and tracking and telemetry users typically reduce fuel consumption by 10 to 15 per cent.

Geofencing defines a specific area in which vehicles and people operate. An alert is triggered if a vehicle moves out of that area, or enters a potentially hazardous zone. Geofencing can also be used to alert customers that a vehicle is nearing their location.

Security locate stolen vehicles and aid a quick recovery of the vehicle and apprehension of the offender. Such devices also deter and minimise vehicle theft and damage.

Enhanced security options enable automatic and remote vehicle immobilisation.

Web based software enables access to the solution from any internet enabled device.

Extensive reports and alerts can be tailored to meet individual requirements.

AMS Tracking and Telemetry solutions are available as a fully managed service from AMS, requiring no installation at your premises. The platform is fully scalable and can be adapted to meet your business requirements.

"AMS offered us a solution, not a product. It demonstrated how it had used the technology itself, and how it had helped other companies too. This was to be a high profile project – affecting the majority of our people – and we had the confidence AMS had the vision and capability to ensure that the project would be a success."

David Garrett
Field Technology Sub-Programme Manager
Northumbrian Water Limited





How your organisation benefits from tracking & telemetry solutions

Using the information generated by tracking & telemetry solutions can deliver several benefits including:

- Better journey planning and fleet optimisation can deliver a **significant reduction in fuel and travel expenses**. The optimisation of job allocation and the introduction of tours of duty has cut mileage and reduced diesel usage in the AMS van fleet by around 15 per cent, helping us meet our environmental commitments.
- Work scheduling based on actual journey times **improves productivity**.
- The ability to locate the nearest vehicle at a glance reduces telephone calls to establish locations, **improving efficiency and workforce and vehicle utilisation**.
- **Enhanced customer satisfaction** with up to date information about the location of an engineer and when he/she will arrive at the premises.
- **Compliance with working time directives**, through more accurate monitoring of individual employees' workload.
- **Reduced overtime costs** of as much as 70 per cent through more efficient deployment and scheduling.
- Monitoring driver behaviour helps to **improve standards of driving**, reducing accidents and insurance claims.
- A **reduction in malicious damage and theft** of vehicles, and speedy location of stolen vehicles or other assets
- Management information tools help you check that **processes are adhered to** and identify possible improvements.

"It was clear from the outset that FFA was not an end in itself but an enabler for cultural and business change within Northumbrian Water. It is already apparent that the combination of technology, process rationalisation, and the greater visibility of jobs and the fleet are having a remarkable impact on our efficiency and effectiveness. AMS is assisting us greatly in this transition."

Brian Olley
Work Management Programme Manager





Why choose AMS?

In 2006 AMS partnered with BT Global Services. BT is both a leading practitioner and provider of field force automation solutions.

In the 1990s, we transformed our own business by introducing automation and mobility to our field engineering force. Over 80 per cent of all work is now scheduled and allocated automatically, with a 60 per cent decrease in the number of job controllers. Fully automated allocation and despatch of work has reduced our job allocation centres from 100 to just eight. Customers benefited from shorter service lead times and a faster response to faults. At less than seven per cent, repeat work is at an all time low. Field engineers feel more empowered to do their job, and report greater job satisfaction. Field force automation has delivered annual savings of around £175 million for AMS and is also helping us reduce our carbon footprint.

AMS has helped many public sector organisations and leading companies to successfully introduce field force automation and realise the practical benefits.

BT



There are other good reasons to choose AMS:

- We have implemented successful tracking & telemetry solutions for a range of companies and public and private sector organisations.
- We work with the very best technology partners.
- We are experts in systems integration and connectivity.
- Our dedicated Field Force Automation support team are experts in keeping field workers fully productive.
- Our managed services and flexible commercial packages make it easy for you to take advantage of tracking & telemetry solutions without major capital expenditure.



Asset Monitoring Solutions Limited
Gamma Terrace
Unit 8 Masterlord Office Village
Ransomes Ind Est
Ipswich
Suffolk IP3 9SX

Telephone: 01473 891010
Email: sales@assetms.co.uk
Website: assetms.co.uk

