

JobTrak helps motor salvage business keep track of their vehicles and their workload



D Hales is the UK's second largest vehicle salvage operator working with the insurance industry. They collect throughout the UK using mainly their own transporters but do use subcontractors from time to time. Working with CMS SupaTrak, they have been able to establish total fleet visibility and increased operational efficiency throughout their fleet.

One of the challenges facing the company was its inability to locate its vehicles at any given time, for both security and efficient job scheduling purposes. The introduction of SupaTrak vehicle tracking immediately provided the solution to this problem. The web-based mapping system operates in real time, providing D Hales with ability to have total fleet visibility 24 hours a day 365 days a year. The system offers 60 second updates as standard, so D Hales are now able to determine the exact location of their vehicles and deploy jobs accordingly.

The next step was integrating a mobile working application with their current back-end operating system. D Hales wanted to be able send live work directly to a driver in a cab of a vehicle and the JobTrak solution from CMS SupaTrak fitted this objective completely. JobTrak was the first application in the UK to utilise "push" communications - meaning always on and available to receive. As soon as the job is sent from the

controller, it arrives on a PDA device in the cab and schedules the job with the driver. CMS SupaTrak built a bespoke web service to support the D Hales job allocation application. The job allocation integrates seamlessly with SupaTrak, plotting outstanding jobs on the SupaTrak map. The D Hales vehicles are coloured coded on the SupaTrak map to reflect their current load in terms of the number of cars on board. This allows controllers to make instant decisions regarding the nearest vehicle to an emergent job, with spare capacity to load and deliver it.

More recently, a second phase has been rolled out. Phase II of the project saw the implementation of a Contractor Screen which allows D Hales to send jobs directly to their subcontractors, who can now accept and complete work as if they had all the functionality of the mobile PDA solution.

Call us on **08444 774 870**, email us at sales@supatrak.com or visit www.supatrak.com