

Scalable workflow solutions for businesses of all sizes

Fleetstar-MRM provides ultimate visibility of job progression and performance against schedule

Achieve optimum efficiency by combining live tracking data with job status reports from mobile workers



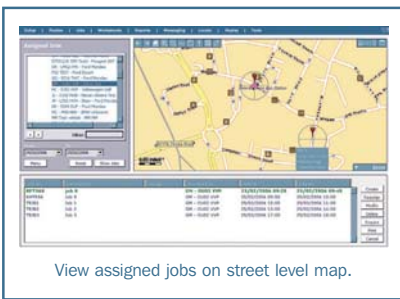
Advanced mobile resource management from Cybit

Fleetstar-MRM is aimed at the growing number of service and delivery organisations who need to know where their resources are in relation to their jobs and how the business is performing against planned schedules.

With Fleetstar-MRM fleet operators can examine productivity more critically by matching expected time for jobs with actual progress, and identify if mobile workers are running ahead of, or behind schedule.

Fleetstar-MRM combines additional job management functionality in Fleetstar-Online with a robust mobile application run from either hand held terminal, MDT or other ruggedised data terminal.

Using Fleetstar-MRM, customer service teams can view job performance in real time and managers can identify unrealistic schedules, validate planning assumptions and proactively manage events.



View assigned jobs on street level map.



Our engineer is on his way and will arrive within the hour.

Create / Allocate 1

Create and/or import jobs and view on street level map showing location of all current jobs, mobile employees and live traffic conditions.

Allocate to most appropriate employee using Fleetstar or route planning / dynamic scheduling applications.



SpeedyQuick Ltd
MK41 3JS
Install part YH876
and commission
system

Communicate 2

Job details are sent automatically to fixed mobile data terminal or portable hand held device.

Employee accepts/declines job, views details and provides updated ETA if traffic conditions change.

Key Features:

- Match expected time for jobs with actual progress and measure operational performance with an unprecedented level of accuracy.
- View job performance in real time and react quickly to unexpected events.
- Integrate PDA-based inputs from a mobile workforce with on-line vehicle tracking to provide an enhanced level of visibility.
- Use historic job progression data to calibrate planning & scheduling applications.

How It Works

Fleetstar-MRM allows the creation or importing of jobs into Fleetstar-Online, on-screen viewing of all jobs for a vehicle, allocating jobs to vehicles and detailed reporting against performance.

Users can create and assign jobs manually, or import via CSV file. Alternatively, Fleetstar-MRM can be linked to an existing planning/back office system using the Fleetstar API (Application Programming Interface) link so that the jobs are created automatically.

Fleetstar then matches the vehicle tracking data with the jobs schedule to provide users with a greater level of visibility of job attendance and progress against schedule.

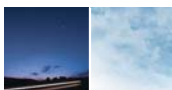
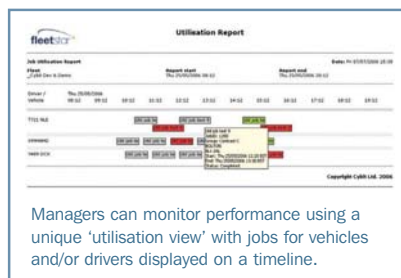
To help track progress, fleet operators can create a customised set of coloured statuses to suit their specific operational requirements. For example open jobs might be displayed in green, and overdue jobs in red.

A scalable solution suitable for all businesses

If your requirement is for a basic workflow solution, Cybit can provide an 'off-the-shelf' solution, incorporating a mobile application for PDAs or other hand held terminals. The application is fully integrated with Fleetstar-Online and allows companies to implement a basic solution quickly and effectively.

For organisations with more complex requirements, or an existing workflow application, Fleetstar-MRM can provide an integrated solution that combines Fleetstar's powerful tracking capabilities with client-specific transactional data captured in the field.

Fleetstar-MRM solutions can also be integrated with back office applications, enabling both telematics and transactional/job status data to be used across the whole organisation.





Travel

3

In the vehicle, on-board or off-board satellite navigation provides audio and visual turn-by-turn directions

Smartnav off-board navigation calculates and adjusts the route automatically to avoid traffic delays at start and during journey.



Perform / Inform

4

Employee reports on job progress using user-defined job status codes, including estimated time to complete.

Status updates sent automatically to provide instant visibility for local or national call centre employees and field based management.



Report & Administrate

5

Job completion, including signature or digital image capture, updates back office applications to minimise administration and shorten invoice cycle.

Generate summary and detailed reports including 'Plan vs Actual' job performance and employee timesheets.

Compare data recorded by employee against GPS data to validate performance and further improve productivity.

Reports

Fleetstar-MRM includes a suite of reports allowing managers to analyse the historical performance of their service operations.

Terminal / Matched comparison

Compares the data returned from the terminals to the tracking data recorded in Fleetstar. This will identify discrepancies between reported job status and vehicle locations/movements.

Graphical timesheet

Shows the current timesheet in a graphical format identifying stops, drive time, jobs, and other statuses.



API link for third party systems

Fleetstar-Online offers a highly flexible XML based Application Programming Interface (API). This interface provides a standard way for almost any third party system to connect easily, cost-effectively and securely to Fleetstar-Online, avoiding the complex and expensive integration issues normally associated with linking to corporate databases and enterprise environments.

Using the API link, job progression data can be extracted from Fleetstar-MRM and used to calibrate planning & scheduling applications.

For organisations with existing mobile workflow solutions, Fleetstar's API link has been upgraded to allow such systems to send status information into the Fleetstar platform including signature capture.

Fleetstar's open architecture and API link enables Cybit to offer end-to-end solutions in conjunction with our solution partners encompassing 'Best of Breed' route planning, dynamic scheduling and Mobile Workforce Management solutions.

Bespoke integrated workflow solutions

Cybit's partnership with TBS, the field mobility specialists, extends the Fleetstar-MRM solution to include complex client-specific mobile transaction processing.

TBS is a leading provider of tailor-made integrated mobility workflow solutions for organisations that require complex transactional information to be passed to and from ERP systems to the point of capture out in the field.

Through the partnership, Cybit can deliver sophisticated workflow solutions that combine complex front-end transaction processing requirements with a mobile workforce solution that fully integrates client-specific data collection solutions with Fleetstar-MRM telematics technology to accelerate the flow of information across the value chain.





Dynamic scheduling capabilities

Cybit recognises that telematics data has an important role to play in the job scheduling process of any mobile operation.

If job schedules are understated, with too great a degree of flexibility, the likely result is low productivity. Conversely, companies that overstate job schedules may struggle to meet service agreements and also neglect their Duty of Care obligations.

Through its partnership with SPL World Group, Cybit can offer a solution that combines the historical data from Fleetstar-MRM with the scheduling capabilities of SPL's Enterprise RealTime Scheduler.

By using actual telematics data to calibrate job schedules, businesses can achieve the optimum level of productivity and operating costs.

Integration with routing and scheduling applications.

Using Fleetstar's API link, Fleetstar-MRM can also be seamlessly linked with many leading routing & scheduling applications, including Paragon & DPS.

This enables real-time information about vehicle location and status to be relayed from Fleetstar to the relevant system, providing managers and operators with an accurate picture of performance against schedule.

Data from Fleetstar-MRM can also be used to continually calibrate back office planning applications, which allows businesses to optimise their daily job schedules.

About Cybit

Cybit is the UK's market leading internet-based Telematics Service Provider (TSP). It provides over 1,000 organisations of all sizes across a wide range of industries with a comprehensive suite of online solutions to improve the management and control of nearly 25,000 mobile assets.

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