

"The SERVICEMobility product, developed by KonaWare and ServicePower, has helped us to provide a high-level of customer service and support, along with increased operational efficiencies."



ServicePower and KonaWare Offers Competitive Advantage to Field Inspectors

Customer Profile

Alliance Inspection Management (AiM), founded in 2005, is a North American, independent, third-party automotive inspection company.

Challenge

An inefficient routing system to support stringent service level agreements and large state or multi-state wide territories.

Solution

SERVICEMobility, ServicePower's mobile dispatch application on top of the KonaWare Mobility Platform, a robust wireless middleware development and deployment software platform in conjunction with Panasonic Toughbooks using the Verizon EV-DO wireless cards.

Benefits

- ...✦ Real-time communications with customers and lease-holding consumers
- ...✦ Access to turn-by-turn directions, which saved both time and money
- ...✦ Schedule optimization, improved dispatching and field management
- ...✦ Better communication between AiM Headquarters and field inspectors
- ...✦ Minimal implementation costs
- ...✦ Competitive advantage over other industry players

Customer Profile

Alliance Inspection Management (AiM), founded in 2005, is a national, independent, third-party automotive inspection company. AiM provides both new and used vehicle inspection services, total claims management and advanced data interpretation for the entire industry. AiM offers superior service, which is based on company employed field inspectors utilizing a real time scheduling and routing system with a focus on customer service.

The Challenge

Scheduling and routing the inspectors was a major challenge. AiM needed to inspect vehicles at a number of different locations including consumer sites and dealerships, which all have very stringent service level agreements (SLAs). To add to that challenge, inspectors also had very large geographies to cover, sometimes spanning multiple states. AiM needed to find a way to optimize their scheduling and routing processes and improve communication between the inspectors and the dispatch office in order to enhance overall productivity, while taking into account different SLA requirements, customer preferences, traffic conditions, and inspector skill set. Driving directions for the field inspectors were also a key requirement.

The Solution

To solve these complex challenges, AiM called on KonaWare and ServicePower to develop an integrated solution for their field service operation.

The introduction of the **SERVICEMobility** technology allowed AiM to automatically optimize their schedules and routes which had previously been a manual process for the dispatchers. This automation of the process led to more intelligent appointment booking that helped to reduce costs and better meet customer preferences. This in turn freed up the dispatchers to concentrate on "urgent issues" that arose during the day.

The improvements in productivity were also felt in the field, with inspectors receiving more jobs per day due to more efficient scheduling and routing. There was also a reduction in drive-time and inspector "idle time". **SERVICEMobility** also allowed AiM to provide a more consistent service delivery which improved their conformance to SLA requirements at each of the different locations.

Another major challenge was the need for better communication between the dispatchers and the inspectors. Previously jobs had been passed along to the inspectors who had to decide where to place the job on their daily schedule. With the optimization of that process, the issue was now how to make sure that the inspectors were following the schedule they had been given.

The **SERVICEMobility** solution deals with this challenge by providing "status updates" directly from the inspectors Panasonic Toughbooks. Status updates indicate the progress through not only the schedule, but also through each specific appointment inspection. As inspectors move through their daily schedules, AiM dispatchers can now monitor real-time status updates from each inspector – these status updates denote when they are en-route, on site, performing the inspection or if they have completed the job.

These time-stamped, real-time status updates allow AiM to make adjustments in the optimized route based on early or late statuses, or extended job durations. Additionally, by using the inherent reliable messaging capability of the KonaWare Mobility Platform, **SERVICEMobility** communicates with ServicePower in an asynchronous manner.

So if the inspector is out of Verizon coverage, the application holds the status updates and sends them to ServicePower once the inspector is within network range again.

AiM dispatchers are now able to manage exception based schedule changes necessitated by real-time data access and the inspector just needs to follow the plan.

Due to the size of the geographies, AiM also asked KonaWare and ServicePower to provide their inspectors with turn-by-turn directions. This technology not only ensures that the inspectors arrive on-time and in the right location, but has also helped to reduce fuel costs and overall drive times.

Technology Solution:

*AiM deployed **SERVICEMobility**, the **ServicePower** mobile dispatch application developed jointly with **KonaWare**, on a **Panasonic Toughbook CF-18** platform, equipped with a **Verizon EV-DO** wireless card. **SERVICEMobility** is built on top of the **KonaWare Mobility Platform**, a robust wireless middle-ware development and deployment software platform. AiM's field inspectors receive optimized schedules and routes from **ServicePower's** software-hosted at **ServicePower's Louisville, Kentucky data center** on a real-time basis via the **SERVICEMobility** application.*

Summary of Benefits

- ❖ Real-time communications with customers and lease-holding consumers
- ❖ Access to turn-by-turn directions, which saved both time and money
- ❖ Schedule optimization, improved dispatching and field management
- ❖ Better communication between AiM Headquarters and field inspectors
- ❖ Minimal implementation costs
- ❖ Competitive advantage over other industry players

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