



**Intelligent Dispatch System.**

Dispatch Dashboard

Times	D River	Ginger Holder	Sam Smith	Steve Smith
8:30 - 9:30	Joey Plates	Ginger Molder	Craig Rider	
10:30 - 12:30	Bo Chaulk	Tim Looslett	Steven Diablo	
1:00 - 3:00		Tim Looslett	Freddy Stone	
3:00 - 5:00		Peter McGee	Jenny Flowerson	
5:00 - 7:00	Tom Thomas			

Map: Knoxville, TN. Locate: [90]

## We Cure Gas and Labor Pains with our Intelligent Dispatch System (IDS©)

Designed for the **Plumbing, HVAC, and Repair Businesses**, any business with vehicles on the road to service customers has suffered from the impact of high and unpredictable gasoline prices. Couple this often unmanageable cost, with higher labor costs that result from inefficient routing\dispatching of vehicles, employee dishonesty and\or **“personal use of company vehicles tools and equipment”**, and you have you have a formula that will not only impact your business operations, but can lead to preventable net losses at the bottom line.

Most business owners are so busy satisfying customers that little time is given to determining a better way to deploy assets that you do not see when the actions is required. Simple analysis can validate this point. If you have five vehicles on the road and each driver is dispatched in a way that wastes 30 minutes per day, each employee uses your vehicle and gas to run one personal errand- fifteen minutes, and each employee takes the scenic route back to the office to get his\her eight hours- twenty minutes wasted (or overtime), ***your have suffered a total of 5.25 hours of lost productivity and associated costs!***

**Intelligent Dispatch System (IDS©)** was developed for the Plumbing, HVAC, Pest Control, Appliance Repair, Delivery, Repair Services, and most other businesses with service vehicles. Customization to meet specific requirements is available.

***Business Information Group, Inc.***, and its co-owners have been operating in the Knoxville and Greater East Tennessee Area since 1992.

***We make businesses***, regardless of size, more efficient, competitive and profitable by developing value added products that operate on existing technology infrastructure.

***Why?*** We know that if you are in the service business and have vehicles on the road, you experience the pain of high gas prices and higher labor costs due to inefficient routing and/or employee dishonesty. ***We can improve your operating efficiency, profits, customer service, and overall improvement in management.***

- **Reports.** Our basic reports, ***by date range***, include: (a) Travel time (b) Idle Time (c) # of Stops (d) Total Miles Traveled (e) Maintenance Reports (f) Maintenance Requirements (g) DOT (h) # of Customers Serviced (i) # of Customers not Serviced (j) Time spent at each appointment\service location (k)Travel time between appointment\service locations (l) Total Miles-Travel and ***CUSTOM*** Reporting per your business needs.
- **GeoFences.** This features allows you to draw a virtual fence around an approved travel route, an off limits area, the compound where your vehicles are stored, the on call vehicle location such as an employee's home, etc. When these fences are breached, our ***ProActive Reporting and Management System (PARMS©)*** uses our ***NAG MAIL© SERVER*** to report, in ***REAL TIME***, to the individuals that you have designated via text message, email, or both. The date, time, and type of violation is reported as directed.
- **Intelligent Dispatching.** Your ability to locate, in ***REAL TIME***, the exact location of each vehicle, empowers you to dispatch vehicles in a more fuel

efficient manner, provide better customer service, and improve your overall management skills. Improved efficiency equals increased revenue and profits.

- **Time Management.** Travel and on site times can be calculated, reported, graphed, and exported to most accounting\payroll systems; thus giving you instant (**REAL TIME**) statistics to better manage your employee resource pool.

This system also integrates with our **Mobile Inventory Management System -MIMS**©. A summary of the **MIMS** features are listed below:

- Uses **Asset Reporting and Management System (ARMS**©) with **Intelligent Dispatching** discussed above.
- Vehicles are equipped with a **Tablet PC**, and wireless **Internet Card**. (a printer can also be installed if desired).
- Estimates, and\or service orders are dispatched to the selected vehicle. The driver accepts the estimate\service order.
- Employee clicks ICON to start travel time recording; clicks ICON when arriving at service location to end travel time calculation and begin recording on site time. Multiple employee time transactions are recorded simultaneously.
- Employee gets electronic signature to authorize work.
- Employee performs work, selects parts to be used, and prepares service order for billing. The vehicle inventory is updated, the vehicle parts inventory reorder requisition (file) is updated, and the inventory reorder requirements at the company level are all updated and calculated in **REAL TIME**. A vehicle restocking report is prepared at the end of the shift to replenish the vehicle inventory levels based on the reorder requisition requirements. Consolidation of vehicle restocking requirements will enable you to request quantity discounts, and\ or improved terms from your suppliers.
- Third party purchases for parts that are not stocked on the vehicle are assigned to the service order and vehicle inventory via purchase order reference and included on the client invoice at time of billing.
- When the work is completed, your employee presents the electronic invoice to the customer for signature and acceptance. Payment can be accepted in the form of cash, credit card, or check. Credit card processing can be performed on the Tablet PC if you are authorized to do so. The invoice can be emailed immediately to the customer, or a hardcopy can be mailed, or printed in the vehicle. Note: the goal is to become as **paperless** as soon as possible.
- **The service order Gross Profit** from parts and labor can be determined for each vehicle **immediately** after the work order is closed.
- **Gross Profit** at the vehicle level for parts and labor can be reported for a range of dates.
- **Perpetual Inventory**. Inventory transactions can be reported at the vehicle level, by service order, or by a range of dates.
- **Profit Center**. Each vehicle is a profit center based on net profit after deducting expense items such as fuel, insurance, repairs\maintenance, etc., from the Gross Profit Calculation.

- **Financial Reports.** We can develop a custom financial reporting system based on your needs.
- **Integration.** We can prepare an export file for time card and other accounting data that can be imported to most accounting packages.
- **Statistical Data.** Work codes, sales lost codes, service order reassignment codes, and other pertinent performance factors are tracked and reported per your needs.
- **Estimate Conversion to Sales.** Estimate to service order conversion (sales closing data) are tracked by salesperson, or service provider to provide you with an evaluation\training tool.
- **Commission Statements.** Commission reports are available in **REAL TIME**.
- **Customization.** We can customize the software to your specific needs and requirements.

### **Optional Features and Services:**

- **Smart Switches.** **Real Time** reporting of scheduled or **unplanned events** such as: (a) Engine Starts (b) Temperature Monitoring of food hauling container (c) door opening\closings (d) perpetual inventory levels of dispensed chemicals, i.e., paint, lawn chemicals, pest control treatment, etc. (e) opening of tool and\or inventory bins and (f) deployment of vehicle retrieving boom on wreckers. Other applications are available that are specific to your needs.
- **Security.** Tool and parts bins, wrecker booms, container doors and dispensing equipment can be locked, until the vehicle is within 25 feet of the service address recorded on the service order. Hence, employees **cannot** moonlight using your vehicles and equipment. Other security applications are available or can be custom developed for you.

If you are in the service business with vehicles on the road, you will improve your efficiency, increase profits, and deploy your assets in a more functional manner-**We GUARANTEE IT!**

Not all business applications have been discussed – contact us with your specific requirements.

To request a demonstration unit please contact us at (865)686-5431, or email your request to [demounit@gobiginc.com](mailto:demounit@gobiginc.com)

Business Information Group, Inc.  
 6100 Lonas Drive  
 Knoxville, TN 37909  
 865-686-5341  
 Fax: 865-212-9926  
[www.gobiginc.com](http://www.gobiginc.com)

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