

AfriGIS Geodispatch solution

Features & Functionality overview



KEY FEATURES

- End-to-end service request management
- Built in address verification
- Effective allocation & management of Field force
- Locate & manage field force at all times
- Request allocation based on resource location and current loading
- Service requests & resources displayed on map
- Integrated SMS alert & confirmation system
- Mobile phone access to allocated tasks
- Integration to Nokia GPS enabled phones
- Turn by turn direction directions for non GPS enabled phones
- Comprehensive reporting for effective request and resource management

As consumers are becoming increasingly sophisticated and their choice of service providers increases, greater demand are placed on service organizations to improve the overall quality of their service offering.

In addition to investing in the training of their staff, organizations further rely on technology solutions to improve their service delivery capabilities.

AfriGIS' Geodispatch solution was developed to assist organizations in more effectively managing their mobile field force and in so doing contributing to the improvement of the end-to-end service delivery process.

Geo Dispatch offered as a fully hosted solution is targeted at small to medium sized service based operations that do not want to be burdened with running their own IT infrastructure. The solution could however also be made available to larger organizations as a standalone system.

The solution offers the **following features and functionality:**

- Manage customer service requests from inception to completion;

- Locate & manage field force at all times;
- New service request allocation based on location and current resource loading;
- Service request and resources dynamically displayed on map;
- Service request confirmation and allocation via SMS alert system;
- Mobile phone access to allocated tasks;
- Integration to Nokia GPS enabled phones;
- Turn by turn direction directions for non GPS enabled phones
- Comprehensive reporting for effective request and resource management;

Geodispatch is **ideally suited** to be used by:

- Primary Services organizations i.e. plumbers, electricians etc
- Utilities i.e. Telecoms, local council etc;
- Private as well as public emergency & security services
- Delivery services
- Representatives



Tel: +27 12 423 6400
E-mail: geodispatch@afrigis.co.za
Internet: www.afrigis.co.za

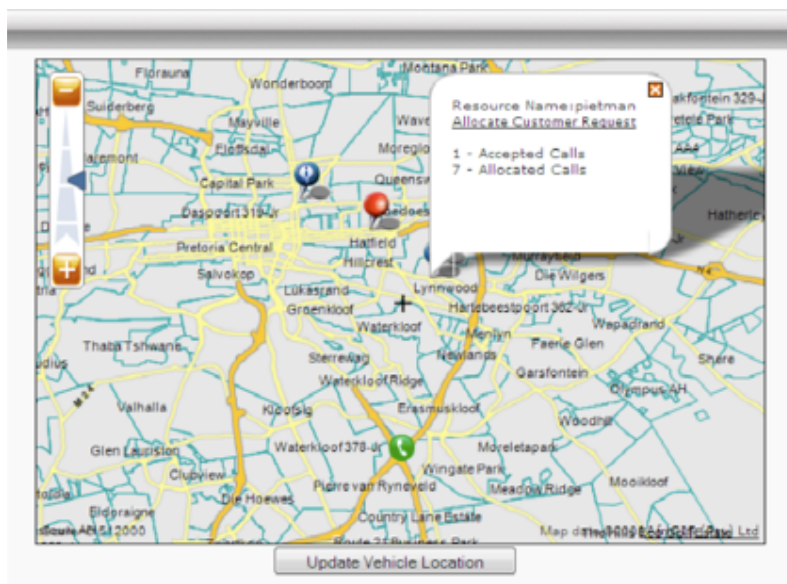
Being a fully hosted solution, broadband access to Internet is the only technical requirement to gain access to all the features and functionality offered by Geodispatch.

The following are some of the business benefits, services organisations would enjoy when deploying Geodispatch:

- Better management of service requests and subsequent improvement in overall customer satisfaction;
- Faster turnaround time;
- More effective utilization of service resources;

- Direct operational savings i.e. reduction in travel expenses etc,
- Availability of accurate management info that could assist in making better operational and strategy decisions.
- Offered as monthly subscription service i.e. no need to spend money upfront to purchase expensive hardware and software.

To obtain more information on the Geodispatch solution, please contact us on Geodispatch@afrigis.co.za. Alternately phone us on +27 12 423-6400 or visit the Geodispatch website at <http://www.geodispatch.co.za>



Tel: +27 12 423 6400
E-mail: geodispatch@afrigis.co.za
Internet: www.afrigis.co.za