

Dispatch Center

Easy dispatch of field service staff



Dispatching and managing of field staff requires the consideration of a large number of factors and the precise planning of all assignments. You need to be able to react quickly to constantly changing situations and always keep on top of things. OMNITRACKER Dispatch Center enables you to manage your field staff flexibly and plan all assignments based on need.

Key Benefits

Optimised dispatch

- Reduced effort for dispatching field staff
- Effective use of resources
- Cost and time savings by shorter routes

Efficient processing

- Intuitive user interface
- Clearly structured dispatch planning
- Easy planning using drag&drop
- Fast allocation of orders
- User-friendly route planner
- Automatic calculation of travel times

Effective management

- Management of field staff capabilities and knowledge
- Dependencies displayed at a glance
- Comprehensive search and filter functions
- Consistent reporting for tracking all actions
- Management of customer appointments
- Improving adherence to appointments and increasing customer satisfaction

Mature platform technology

- Business process platform
- Easy to adapt and expand with further processes
- Full integration with other OMNITRACKER applications
- High-performance interfaces

Challenges

The travel routes of your field staff need to be planned so that all orders are fulfilled at the agreed time and resources are used effectively. Route optimisation is particularly important, because shorter trips save time and money.

Software support

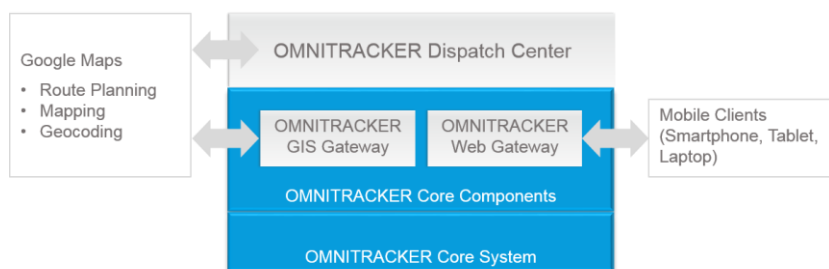
By using suitable software, all these aspects can be factored in appropriately. During the planning, the software proposes optimised routes based on the available data.

How can OMNITRACKER help you?

OMNITRACKER Dispatch Center makes it easy to plan and track the jobs of your field staff. The planning automatically considers employee knowledge and capabilities. Field staff are automatically notified of assigned orders and can easily retrieve and enter data while on the road.

You can use OMNITRACKER for all your business processes and thus reduce your costs considerably. When you use OMNITRACKER Dispatch Center with OMNITRACKER IT Service Management Center, you can also use information from other entries, e.g. incidents or problems, for field staff planning. This provides continuous support for your business processes based on redundancy-free data.

Hard to believe? Let us prove it!



Dispatch Center

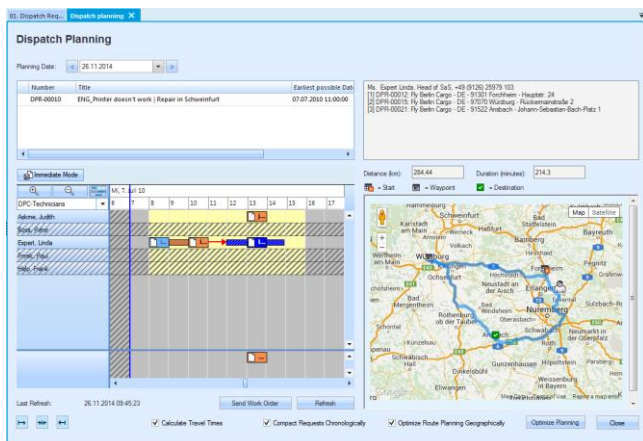
OMNITRACKER Dispatch Center allows you to enter customer appointments and lets you plan and monitor the jobs handled by your field staff efficiently. It enables you to keep track of the planned routes and accommodate new orders optimally. OMNITRACKER Dispatch Center supports all phases of processing field service orders.

The comprehensive search and filter functions enable users e.g. to search for specific orders or to display only open orders.

OMNITRACKER Dispatch Center uses Google Maps to display locations and routes. The necessary licences for the Google API are not part of the Dispatch Center.

The OMNITRACKER Web Gateway allows you to process data conveniently using mobile end devices such as smartphones or tablets.

Thanks to its scalability and variable process integration, OMNITRACKER Dispatch Center is a useful tool for a wide range of organizations, from the service department of a medium-sized company up to customer care and field service management of international corporations.



Jobs and routes are clearly displayed.

Dispatch Request

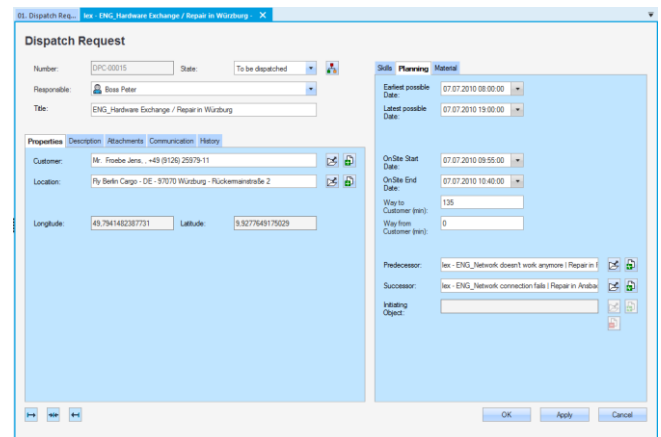
There is a variety of options for creating orders (dispatch requests):

- Web service: from the incident, problem or change information sourced from a connected request management system
- Structured email
- Import from lists
- OMNITRACKER: Generated from data from other OMNITRACKER applications

When a new order is created, the data required for planning and dispatch are copied, for example information about the customer or location.

Following creation, the dispatch request is ready for dispatch. The person in charge starts planning the order and enters the requirements:

- The appointment agreed with the customer for fulfilling the order
- Required knowledge and capabilities
- Required materials



All data relevant for an order are entered centrally.

Order planning

Once all important data have been entered, you can allocate the order to a field worker. This is easily done via drag&drop in the dispatch planning. All available employees are highlighted visually. Individual working hours are considered. Because capabilities and knowledge can be allocated to every employee, you always maintain an overview of who is suitable for handling an order.

Upon allocation, the responsible field worker is notified automatically. Optionally, the GPS coordinates of the field worker can be transmitted to OMNITRACKER Dispatch Center so that the current position can be displayed at all times.

Order processing

Once an order has been processed, the field worker marks the order as completed. If the order was generated within a request management system, a closing report is sent to the system with the outcome of the dispatch request. Referenced incident, problem or change requests can then be flagged accordingly.

Dispatch planning

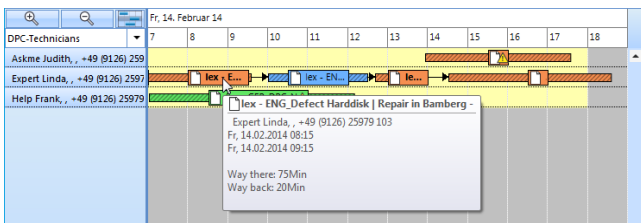
All important information can be found at a glance in the dispatch planning. The view is divided into three areas:

- Time line: the orders are displayed in a time line. You can see at a glance which employees still have free capacities, and for which orders they are suitable based on their knowledge and capabilities. In addition, you can see which orders have not yet been allocated.
- Map: The map shows geographic information, for example the location of employee homes, job sites, and planned routes.
- List: The list gives an overview of pending orders.

Planning the orders for the following day is very easy in the dispatch planning. The following information is automatically factored in:

- Start time and duration of orders
- Employee working hours
- Geographic location of the job sites
- Home location of employees
- Employee knowledge and capabilities on file

You can easily plan routes in the time line. Drag&drop is also possible between the areas. You can, for example, drag an order from the list view into the time line. The dispatch planning also supports a planning mode. This allows orders to be planned until you have attained the desired outcome. Only then do you save, ensuring that all further actions are executed for the final planning, e.g. notifying the technicians.



Jobs contain all the information for efficient route planning.

Continuous integration

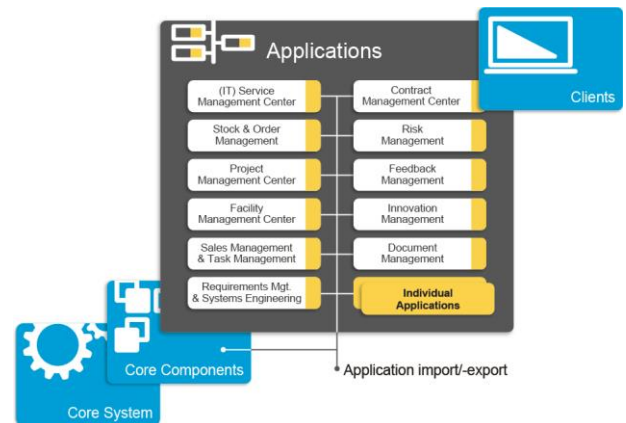
OMNITRACKER grows with your requirements. The OMNITRACKER platform makes it easy to integrate additional OMNITRACKER applications to fully support other business processes, e. g.:

- IT Service Management Center
- Project Management Center

All OMNITRACKER applications are linked in such a way that you can access information in other processes at any time.







By integrating request management systems such as OMNITRACKER IT Service Management Center, you can create dispatch requests directly from a reported incident, a problem or a change request.

When you use OMNITRACKER Dispatch Center together with OMNITRACKER IT Service Management Center, you can also link up activities or incidents as a route. In addition, you can manage inventory and warehouse stock in the CMDB (Configuration Management Database). The products and materials required to fulfil an order can be referenced in the dispatch request.



What is OMNITRACKER?

OMNITRACKER is a universal platform for business processes on which all OMNITRACKER applications are based. OMNITRACKER is a powerful tool for adapting processes to your needs:

-  **Save time** *OMNITRACKER offers solutions which you can implement quickly and adapt easily.*
-  **Cut costs** *After only a few days of training, you will be able to independently implement and configure OMNITRACKER applications.*
-  **Flexibility** *All OMNITRACKER applications are out-of-the-box solutions that are easily adapted to your needs – with no programming required.*
-  **Maintainability** *You can easily maintain your OMNITRACKER applications yourself.*
-  **Release compatibility** *Guaranteed release compatibility with future versions of the OMNITRACKER platform.*
-  **Customer-centered development** *Further development is geared towards the needs of the customers.*



 **OMNITRACKER supports all your business processes – regardless of company size.**



OMNINET

SOFTWARE SOLUTIONS



As an owner-managed company, we answer solely to our customers. Our top objective is to offer our customers high-quality products and first-class service. To achieve this, we consistently fulfil the wishes and requirements of our customers regarding product content, quality and schedule. Our commitment to a customer does not end with the signing of the contract; but rather, that is when it begins.

Would you like to know more about OMNINET and OMNITRACKER solutions? Then please get in touch with us!



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