

## NAVTEQ maps at heart of Advantis' telematics solution for BAER



A telematics solution from systems integrator Advantis, enhanced by the greater coverage provided by NAVTEQ maps, has improved customer service and reduced fleet costs for Brisa Access Electronica Rodoviaria (BAER), which maintains more than 3,000 electronic collection systems on the road in Portugal.

### Challenge

Brisa Access Electronica Rodoviaria (BAER) – a subsidiary of Portuguese highway operator, Brisa – develops and maintains electronic collection systems (such as its Via Verde system) that allow payments to be made at Galp petrol stations, give access to urban and historical centres and car parks, and manage vehicle loading and dispatch.

BAER sought to improve its service levels to Brisa customers, particularly in terms of increased efficiency, and to reduce the cost of using vehicle fleets. Specifically, it wanted to be able to dispatch remedy tickets (customer requests for a technician to fix issues) using geographical criteria.

### Solution

Advantis Solutions, noted for its IT best practices in service delivery and support, met the challenge with a telematics solution called netFleet that connected smoothly with BAER's complete service desk software, BMC Remedy.

netFleet features vehicle tracking, distance calculation and communication between dispatch and vehicle. Having been integrated with BMC Remedy, it allows the dispatcher tracking vehicles to assign the closest driver to any emergency notified through the helpdesk.

### THE CHALLENGE

- Improve service levels
- Increase efficiency
- Reduce vehicle fleet costs
- Dispatch customer requests for assistance through GIS

### THE SOLUTION

- netFleet telematics software from Advantis Solutions
- Vehicles installed with integrated GPS
- Web-enabled GIS
- Integration with BMC Remedy help desk solution
- Exact positioning thanks to precise maps from NAVTEQ with comprehensive coverage.

### THE BENEFITS

- Simplified process
- Cost savings
- Efficiency
- Convenience and speed
- Improved quality of service

## Benefits

The system architecture has web-enabled GIS at its heart. netFleet software is combined with NAVTEQ cartography, which provides the widest coverage for Advantis' solutions, to provide the exact position of all vehicles for monitor and control.

BAER customers can now send BAER's maintenance manager enquiries through the web interface, which allows them to key in the nature of the issue and its severity. A technician can then be dispatched to fix the infrastructure.

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## About Advantis Solutions

Advantis is a systems integrator that focuses on helping IT organisations through the implementation of IT best practices and best-of-breed tools. From simple server management of a single node, to complex enterprise IT service management, it has more than 30 years of combined IT operations experience and has implemented over 30,000 nodes with IT tools. Advantis helps its clients maximise their IT operations' effectiveness.

## About NAVTEQ

NAVTEQ is a leading provider of comprehensive digital map information for automotive navigation systems, mobile navigation devices, Internet-based mapping applications, and government and business solutions. NAVTEQ creates the digital maps and map content that power navigation and location-based services solutions around the world. The Chicago-based company was founded in 1985 and has approximately 3,100 employees located in 167 offices in 31 countries. Its European headquarters are in Veldhoven, Netherlands. For more information, visit [www.navteq.com](http://www.navteq.com).

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## SYSTEM ARCHITECTURE

- Vehicle installed with onboard equipment – GPS + GSM/GPRS
- Latitude and longitude of position registered
- Location sent to communications module in Brisa installations via GPRS using GSM modem integrated in equipment.
- Server collects information using netFleet and NAVTEQ maps

*"This solution improves the assistance given to our customers, and increases convenience and speed. We wanted a quality service with high levels of promptness adjusted to customer needs – we were able to count on Advantis Solutions, its experience and know-how."*

**Luis Nery, Administrator  
BAER**



## NAVTEQ CONTACTS

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