

## Novasys and NAVTEQ team up to improve ELVIA's efficiency and speed



Novatrack – Novasys' tracking, tracing and dispatching service, using up-to-date NAVTEQ mapping material – speeds up ELVIA's rescue service and makes invoicing more efficient.

### Challenge

Swiss travel insurance and professional assistance company ELVIA (part of the Mondial Assistance Group) wanted to offer a quicker dispatching process to roadside assistance clients.

The tracking, tracing and dispatching service it chose had to reduce the distance driven by service cars and allow quick and reliable invoicing once the intervention was entered in the online reporting system. The whole solution had to interface with the assistance centre ERP so a history of the performed tasks and vehicle specifics could be made.

### Solution

Novasys' roadside assistance and dispatching solution Novatrack proved the perfect answer.

The sophisticated system, which can be installed as a client server or web-based solution, uses the Novasys Maponair mapping and routing platform, which optimises and calculates itineraries and visualises mobile and fixed actors on a full European map from NAVTEQ – noted for its comprehensive data updated in the field.

End-customers experiencing roadside mechanical problems with their cars can use a mobile phone to contact the assistance call centre equipped with Novatrack. The system localises the closest service car equipped with a GPS PDA, optimises distances and organises dispatch. Once the intervention is complete, a report is issued directly from the PDA or in the office. An invoicing process is then triggered.

### THE CHALLENGE

- Find a system that would speed up dispatch to roadside rescue clients.
- Increase efficiency of invoicing.
- Interface with assistance centre's Enterprise Resource Planning.

### THE SOLUTION

- Novasys' Novatrack – a noted roadside assistance and dispatching solution.
- Uses Maponair mapping and routing platform, using NAVTEQ maps.
- System localises nearby cars and sends to driver in distress via speediest most efficient route.

### THE BENEFITS

- Fast, accurate dispatch to end user aided by accurate NAVTEQ maps.
- Efficient, integrated invoicing.
- Modern innovative image created.
- Room for new mobile services to be added.

## Benefits

As well as speeding up the efficiency with which the end customer is assisted, the Novatrack solution encompasses an efficient integrated invoicing system allowing the support, help and rescue service organisation – such as a breakdown service provider – to be paid quickly and reliably.

Using Novatrack also gives ELVIA a modern and innovative image with end clients. It's possible to build new and innovative mobile services on the Novatrack platform, providing additional information such as POI data and concierge services to mobile clients.

## About Novasys

Novasys is a market leader in the development of products and solutions in the field of Geographic Information Systems (GIS) on the latest internet (ASP), desktop and client/server technologies. Novasys was founded in 1997 as an independent company as a spin off of Unisys Switzerland. Since then, the company expanded its solutions scope and also specialises in Dynamic Internet Mapping, Directory Assistance, Location Based Services (LBS) and professional solutions. Novasys is based in Switzerland (Lausanne, Bern, Zürich), and has offices in France (Paris). For more information visit [www.novasys.com](http://www.novasys.com)

## 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 xxx employees located in xxx offices in xxx countries. Its European headquarters are in Veldhoven, Netherlands. For more information, visit [www.navteq.com](http://www.navteq.com).

**Tools**  
Self describing icons

**Events**  
Status continuously adjusted

**Actors**  
Adjustable/ multiple mandatory

**Map**  
Supports raster and vector maps

**Object information**  
Dynamic input or output of ERP / ELS

## How NAVTEQ helped?

Remote connection to the Maponair geographic server gives ELVIA an online geo-coding service and accurate distance and travel -time calculations.

- Comprehensive international maps from NAVTEQ.
- Highly accurate and reliable NAVTEQ data.
- Daily maintained data.

*"We are proud to contribute helping our leading edge clients such as ELVIA in achieving even better performances with Geo intelligence and the Novasys mapping and routing platform."*

**Christian Hugonnet**  
Chief Executive Officer,  
Novasys SA

*"The automatic dispatch motivated our decision to implement the NOVASYS road side assistance service."*

**Yves Dulex**  
ELVIA Car Industry

## NAVTEQ CONTACTS

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