

Gilbarco Veeder-Root optimises mobile workforce deployment with Cybit fleet tracking and management system featuring NAVTEQ map data



Gilbarco Veeder-Root opted for Cybit Fleetstar-Online with the NAVTEQ map to help increase productivity and secure the company's position as a leading industry service provider in five European countries

Challenge

Providing fuel and retail management systems for convenience stores, hypermarkets and service stations, Gilbarco Veeder-Root has a team of over 300 engineers servicing sites across Europe.

The key challenges for the company were to optimise the mobile workforce; increase productivity levels; reduce costs by improving processes and planning; and develop the metrics to accurately measure performance levels on customer service agreements.

At an operational level, real-time fleet visibility and accurate reporting on vehicle locations is a critical element and therefore it was vital for any new technology to integrate effectively with the existing OpenUPTIME online service management system.

Solution

Gilbarco Veeder-Root chose the Fleetstar-Online web-based vehicle tracking and fleet management solution from Cybit. It provides total visibility of the mobile engineers' movements with vehicle locations shown on precise, street level NAVTEQ maps in real-time. This information can be matched to status reports from the engineers' PDAs to verify "planned vs. actual" reporting.

A comprehensive automatic reporting suite records daily, weekly and monthly vehicle movements to enable Gilbarco Veeder-Root to build a clear picture of fleet behaviour and target any areas for improvement.

Following an extremely successful installation in the UK, Gilbarco Veeder-Root has now rolled out the system into Denmark, Finland and Norway.

THE CHALLENGE

- Optimise the mobile workforce
- Increase productivity
- Reduce costs
- Accurately measure performance levels

THE SOLUTION

- Cybit Fleetstar-Online web-based vehicle tracking and fleet management solution
- Total visibility of mobile workforce movements shown on NAVTEQ map in real time
- Comprehensive, automatic reporting builds clear picture of fleet behaviour
- Roll out to five European countries

THE BENEFITS

- Effective and easy management of deployment to emergency or unscheduled jobs
- Customer service level agreements being consistently met
- Improved process and planning and optimization of engineer workforce
- Substantial cost savings
- Dramatically more competitive

Benefits

Using the real-time vehicle location information Gilbarco can easily manage reactive deployment of service vehicles to emergency or unscheduled jobs whilst continuing to meet customer service level agreements with scheduled visits.

By improving processes and planning and optimising the deployment of the engineer workforce, significant cost savings have been achieved enabling the company to dramatically improve its competitive edge.

Gilbarco's ability to effectively deploy reactive and scheduled work to engineers has given increased levels of engineer productivity.

About Cybit

In the vehicle Telematics sector, Cybit is one of Europe's leading Telematics Service Providers (TSPs). More than 1,700 business-to-business clients use the company's fleet and asset management solutions to manage in excess of 45,000 assets primarily in the public sector, service industries and logistics and distribution markets. Solutions include in-vehicle technologies, workflow management, CanBus integration and internet-based monitoring and reporting software. The company also provides consulting services to advise on operational and legal issues such as duty of care and working hours.

About Gilbarco Veeder-Root

Gilbarco Veeder-Root and Gasboy are leading suppliers of fuel dispensers, payment systems, integrated fuel control, site management, and support services for petroleum marketers and commercial fueling enterprises worldwide. (www.gilbarco.com, www.veeder.com, www.gasboy.com).

About NAVTEQ

NAVTEQ is the leading global provider of digital map, traffic and location data that enables navigation and location-based platforms around the world. NAVTEQ supplies comprehensive digital map information to power automotive navigation systems, portable and wireless devices, Internet-based mapping applications and government and business solutions. The Chicago-based company was founded in 1985 and has approximately 4,400 employees located in 195 offices and in 44 countries.

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How NAVTEQ helped

The NAVTEQ Map is regularly updated and offers consistently high quality - a vital element for routing and optimisation solutions.

NAVTEQ's single global specification supports international and cross border operations.

"The UK installation made dramatic improvements to the competitiveness of our organisation. Therefore we went on to deploy Cybit's Fleetstar-Online across a further four countries."

David Coombes
European Service Director
Gilbarco Veeder-Root



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