

ORACLE REAL-TIME DISPATCH MANAGER

KEY CAPABILITIES

- Real-time memory-resident application
- Platform-independent: Linux, Windows, HPUX, Sun Solaris
- User-configurable Graphical User Interface (GUI)
- Two-way field data communications via handheld & telematics technology
- Automatic vehicle tracking via Global Positioning System (GPS) technology

Oracle Real-Time Dispatch Manager is a core component of all Oracle Service Optimization solutions; enabling companies to better manage dynamic field operations, dramatically improving their operating efficiencies, customer satisfaction levels, and profits.

Control Mobile Resources and Costs in Real-time

One of the most complex challenges organizations face every day is managing day-of-service field operations, a task made even more difficult by changing job durations, new work that needs to be added during the day, and unplanned events including sickness, bad weather and vehicle breakdowns. For many service businesses, optimally managing day-of-service operations can significantly increase customer satisfaction and employee morale, leading to increased revenues and significantly lower operating costs.

Oracle Real-Time Dispatch Manager provides the tools companies need to better manage and control mobile resource in real-time by:

- Automating key aspects of the service delivery process
- Optimizing the use of expensive field resources
- Executing on the promise to improve customer service

Oracle Real-Time Dispatch Manger Provides Industry Leading Capabilities ...

- Flexible, user configurable GUI supports a broad range of customer operating models
- Automatic dynamic job reassignments made according to specific job types and resource capabilities
- Powerful decision support tools enable dispatchers to optimally handle special exception management cases
- Fast schedule re-optimization that accurately reflects all key cost elements
- Automatic re-scheduling based on real-time status updates for jobs and resources
- Automatic dispatch of queued jobs based on configurable business rules and preferences
- Detailed street-level mapping and routing
- Real-time vehicle tracking using GPS
- Multiple time windows per event
- Continuous, dynamic synchronization of multiple jobs

... Resulting in Significant Additional Operational Improvements

- Increased productivity of field staff
- Reduced travel time, lower mileage expenses, less overtime and fewer Service Level Agreement (SLA) penalties
- Increased revenues – through improved productivity, the ability to deliver service to more customers, and faster execution of service calls
- Increased customer satisfaction through improved on-time arrival rates and real-time progress updates
- Improved responsiveness through Real-time dispatch of jobs, via telematics devices, to field staff
- Reduced dispatch management staffing levels
- Enhanced visibility into service operations
- Consistent application of scheduling policies
- Automatic resolution of scheduling conflicts
- Improved issue management

Easy Integration with Core Business Systems for Maximum ROI

Oracle Real-Time Dispatch Manager is a core module that is required for all Oracle Service Optimization solutions. Oracle Real-Time Dispatch Manager is designed for easy integration with existing ERP, CRM, mobile and telematics systems. As a result, companies can protect their existing investments and maximize ROI.

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