

Cybit wins 200 Unit Fleetstar-Online Order from leading Maintenance Company.

Cybit, the UK's leading online Telematics Service Provider (TSP), has announced a major order to implement its Fleetstar-Online telematics solution throughout the 200-strong service engineer team of Gilbarco Veeder-Root, the UK's foremost petrol pump maintenance organisation.



Fleetstar-Online will integrate with Gilbarco Veeder-Root's Oracle-Sidewinder enterprise resource scheduling solution, and other back office systems, to optimise the productivity of its mobile workforce.



The Cybit solution will also integrate Gilbarco Veeder-Root's OpenUPTIME online service management system with Fleetstar-



Online, to enable job status reports from engineers' PDAs to be matched with vehicle location for accurate 'Planned v Actual' reporting. Currently Gilbarco Veeder-Root's engineers make around five planned stops every day in addition to reactive maintenance jobs. Fleetstar-Online will help enhance the management of every engineer and ensure full compliance with strict customer Service Level Agreements.

"Because of the nature of our work, we have to maintain a mix of routine maintenance checks and the capability to respond instantly to anything that may happen on any one of the thousands of forecourts that we service. When we do have to respond, it is essential that we have the

instant visibility and manageability to react

quickly, decisively and effectively – and implementing the Cybit Fleetstar-Online solution will help us do that," commented James Whitney, UK Operations Director, Gilbarco Veeder-Root.

"We need a large mobile engineer fleet to deliver our many services and our challenge is to ensure that all our engineers are all managed effectively," he continued. "Integrating with existing enterprise management solutions enables us to use more sophisticated and automated processes to optimise our mobile service engineers' activity."

"This implementation builds on our substantial success in the service sector, where there are many strict management requirements. Cybit's total telematics offering helps implement new processes that address those complex demands very simply," added John Wisdom, Group Sales and Marketing Director, Cybit. "We are dedicated to building extra value into our telematics deployments by moving beyond simple vehicle tracking and delivering a solution that meets real business needs and creates significant cost and process benefits across the enterprise."

The Gilbarco Veeder-Root contact centre – which enables the company to offer a 24/7 service for customers – will have access to the Fleetstar system, and Cybit consultants have been working to provide a bespoke display system so that every agent can have instant visibility and manageability of the out-of-hours fleet. This will enable the company to maximise its use of the Fleetstar system, and optimise the productivity of every one of its employees.

Fleetstar-Online is Cybit's scalable Internet-based telematics solution that features real-time vehicle tracking, exception reporting, replay mode, customised reports, mileage information, SMS messaging and live traffic information. Fleet vehicles are fitted with a small

electronic in-vehicle-unit, which is tracked by GPS in real-time and then transmits data to Cybit's online control centre. It offers users anytime, anywhere access to the system via a standard web browser.

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