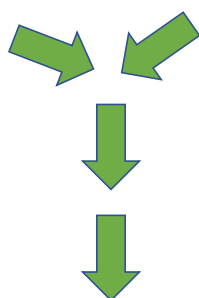




ASSIST



- ❖ Search for customers by area and deadlines in the vicinity of the vehicle
- ❖ **Flexibility and optimization of technical interventions**
- ❖ Sharing of personal data



Fleet monitoring



Flexibility and optimization



Route optimization on navigator



Geomarketing



Advanced Geomarketing

With **Advanced Geomarketing** we mean all those features that, in addition to allowing the development of your business in the area, optimize customer care.

Through this tool, you can use the following features:

- ❖ **Georeferencing Customers or Condominiums**
- ❖ **Customer Search**
- ❖ **Fleet monitoring**
- ❖ **Technicians Agenda Management**
- ❖ **Location of the nearest Technician**
- ❖ **Intervention times for Technicians**



Georeferencing Customers or Condominiums

The term “georeferencing” means positioning a point on a cartographic map, giving it a latitude and longitude.

Thanks to this, and the integration with the registry of your management system, you can view the position of your customers in the area.



Customer Search

The user has the possibility to search for customers divided by geographical area.

Through the cartography, the result obtained is a complete view of the location of your customers.

Furthermore, it is possible to search for all customers whose maintenance expires in a certain period, within a certain radius (Mt, Km).

This feature is very useful, since it allows you to optimize interventions, concentrating them on a specific area, avoiding waste of time and resources due to the continuous movement of technicians from one area of the city to another.



Fleet monitoring

You always have the possibility to monitor your vehicles on the territory 24 hours a day.

This allows you to offer an efficient service on response times to users.

You can always answer, in a comprehensive manner, about the delay on an intervention, the inability to reach the destination, or any other reason why the technician cannot arrive at the customer at the set time.



Technical Agenda Management

You have the ability to integrate the intervention agenda for each technician, both from the management system and the fleet management.

With this feature you can always keep an eye on the progress of your interventions.

By combining this with the “Fleet Monitoring” you will increase the quality of the service, so as to offer correct information to your customers.

Through the agenda, it is possible to optimize the route and consequently the daily interventions, based on the fastest, shortest route or the time of the appointment.

The system will be able to inform you about the changes to be made in the agenda based on the new optimizations described above.

Fleet2Track allows you to transfer the agenda to the technician’s navigator, in such a way as to lead him to his destination avoiding unnecessary waste of time, due to the search for an address, alternative routes, etc.



Location of the nearest technician

In cases of urgent calls, you can locate the vehicle closest to the call point, so as to optimize response times and the quality of service to the customer.



Technical intervention times

The “**Technical Interventions**” functionality is available on the **Fleet-2Track®** platform.



The system is able to show the activity status of the interventions carried out by the technicians during the working day.

During the “stop” phase of the vehicle, an appropriate icon represents the progress of the interventions.



The intervention of the technician is in progress at the customer



The intervention has been concluded



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