



FALCONDIRECT

We Keep You Connected

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Navman for CCTV & Phone Utilities



So, how does Navman benefit CCTV and phone utilities? I recently asked a new Navman customer why he purchased Navman for his Cable TV operation. His answer was *to improve productivity*. The same answer that I would expect from anyone in the business of providing installation and service. With increased productivity, more income is produced at less cost coupled with the associated benefits of reduced fuel and overhead costs.

This interview triggered a recollection of a system developed by General Electric back in the 60's to improve the efficiency of appliance repair operations – it was called *One Call Dispatching* or OCD. In essence, OCD changed the way service calls were handled. Instead of giving maintenance personnel an assigned list of calls in the morning, the OCD system assigned only one call at a time. The repair personnel were to call in by telephone when they arrived and again when they finished for their next assignment. This simple program provided the ability to track each job along with travel time between jobs.

The only problem was that finding a phone was adding more time to report arrival and call completion. Something else was needed to make OCD work efficiently. That something else was 2-way radio which has been used in association with OCD for over 40 years. The results were phenomenal – reduced fuel costs (it was thirty cents a gallon then), reduced vehicle maintenance, reduced overtime, improved customer relations, more calls per day, and MORE PROFIT!

Still something was missing! The dispatcher had to recall reported locations to assign new calls. This got to be a little cumbersome. What was needed to improve OCD was to add vehicle location reporting so the dispatcher would know which vehicle was closest to the next call. GPS tracking with a display of the location of all vehicles proved to be a partial solution, but the need to provide an improved communications system with driving directions would make the package even better – that's when Navman came along!

Navman does it all –It tracks every vehicle 24/7. The drivers report arrival at the job site by simply pressing a button, then pressing a button when they are ready for their next assignment. Job assignments are sent from dispatch by text message with turn by turn driving instructions! The price is right – just \$62.99 monthly per vehicle covers everything. All you need is an interconnected PC at your dispatch center and you are in business!

Navman can tell you of any route deviations, unauthorized use, over speed reports and more. The whole benefit package can best be summed up in the words of one Navman users who puts it like this – *People don't do what you expect, they do what you inspect!*

For more information on the Navman system, give us a call at 800.489.2611, visit our web site at www.navmansystems.com or contact us by email at sales@falcondirect.com. Call us today for a demonstration. You'll be glad you did!

The Falcon Team – At your service!