



Introducing OCD Plus4

Back in the 60's a system was developed by General Electric 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, 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 with OCD Plus4 came along.

Every dispatch operation involving the process of providing off premise services is handled the same with OCD Plus4. The first step is to ASSIGN the call. To do that, you have to know the status and location of all vehicles. Navman does that with the location of all field vehicles and their status displayed on your Internet connected PC.

Step two is for the vehicle driver to ACCEPT the call. After receiving the assignment, the driver acknowledges receipt and accepts the call by pushing a button. The driver then proceeds to the assigned location and pushes a button to report ARRIVAL on the scene. When the task is completed, the driver pushes a button to report AVAILABILITY for the next call. On average this simple program results in minimum fuel savings of 10%, and productivity increases of no less than 10%.

The price is right - about a tank of gas 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 user 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!