

# iTRACK<sup>®</sup>

## REMOTE DISPATCHING AND SERVICE REQUEST

# MANAGE AND TRACK SERVICE REMOTELY TO KEEP YOUR TRUCKS UP AND RUNNING

In today's changing business climate, every day brings new challenges to keep the supply chain moving. The iWAREHOUSE iTRACK Dispatch module can help keep your trucks up and running by letting you request service, track technicians, and view reports remotely. A smart web-based solution, iTRACK can be quickly and easily implemented. It can enable you to view every truck in your fleet, no matter what make or brand, and also provide visibility into all technician activity at your facilities.

### **YOUR iTRACK DISPATCH ADVANTAGE:**

- » View a comprehensive list of all dispatch requests and activity. Quickly see the current status (i.e. closed, in progress, not yet accepted, etc.) and the historical details
- » View up-to-the-minute details and progress on any dispatch
- » View and compare servicer response times as well as other dispatch performance metrics, reports, and KPIs
- » Accessible through the iWAREHOUSE GATEWAY™, from any web-enabled device 24/7

### **Maximize your iTRACK Solution**

In addition to the iTRACK Dispatch module, iTRACK's Single-Source Invoicing module can also help reduce your administrative costs and overhead by consolidating the number of invoices you receive and reducing the number of people required to handle and process them. Single-Source Invoicing can also provide users with access to all invoice and work order details in addition to all backup data online, through the iWAREHOUSE GATEWAY.

iTRACK is part of the most comprehensive telematics platform in the industry – iWAREHOUSE® Telematics – offering a complete and scalable solution for fleet management and warehouse optimization. Regularly updated and trusted by operations worldwide, iWAREHOUSE Telematics offers the data, analysis, and reporting functions you need for visibility and process improvement in your operation.



### **REQUEST SERVICE FROM ANYWHERE**

online work order dispatching and reporting for any equipment asset in your fleet



### **TRACK TECHNICIANS**

know which technician was at which facility, when, for how long and what piece of equipment they worked on



### **VIEW REPORTS**

from service response time, asset down time, work order status and asset availability

See how iTRACK can assist in lowering your operating costs by providing you a detailed understanding of the performance and the true costs of maintaining your entire fleet.

**iWAREHOUSE<sup>®</sup>**