

The existing mapping application which had been used by dispatchers for dispatching services had already lagged behind modern GIS (geographic information system) in functionality and its use had hampered the increase of dispatching efficiency. Therefore, the management of the Central Motor Car Club (CMC) decided to replace the map application with a new GIS. The main role of the GEM System team was the complete project management and technical supervision of the implementation of the ERP integration with the GIS.



CASE STUDY

UAMK ÚAMK, a. s.

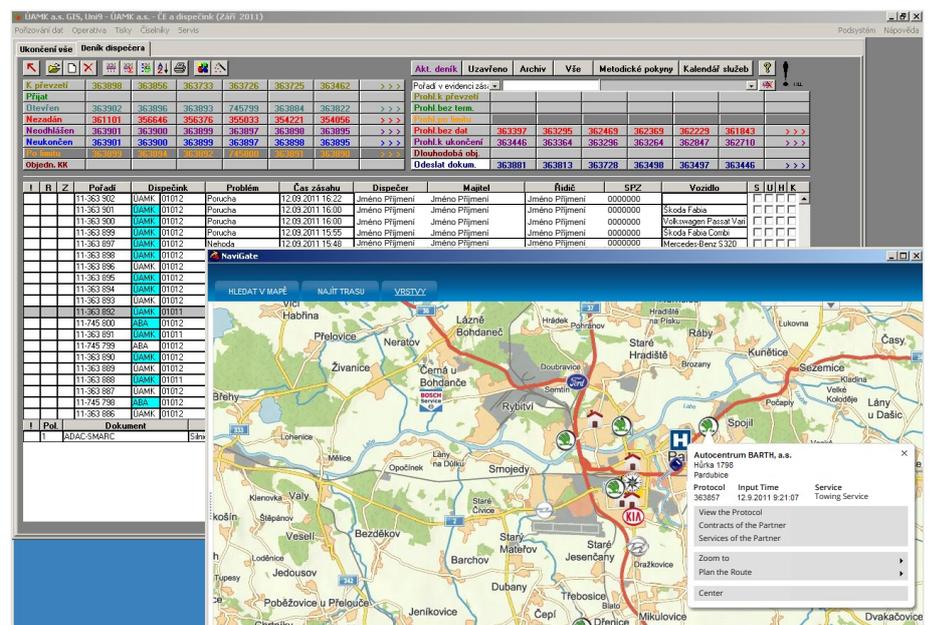
Central Automobile Club is a purely Czech company operating in the Czech Republic with the longest tradition in providing services to motorists. Its main activities include assistance services which ÚAMK provides for more than 75% of new vehicles being put into service in the Czech Republic, as well as the providing of traffic and tourist information, distribution and sale of domestic and European motorway vouchers. ÚAMK is also involved in road safety prevention and actively participates in the development of transport-related legislation. Its other activities are in the field of transport telematics, motor and non-motor sport, safety and driver education.

Analysis

During the analysis, GEM System mapped the existing workflows and proposed their support in the new IT solution. Thanks to the analytical experience of the expert team, GEM System presented to the customer a proposal for modifying key work processes that simplified and streamlined the work of dispatchers.

During the analysis, the prepared architecture design was also revised. This significantly reduced the number of integration links between ERP and GIS, and thus the overall solution was simplified and, in addition, costs were significantly reduced. The analysis document contains a detailed functional and technical specification, including a detailed description of the interfaces between the solution components from each suppliers.

SERVICES PROVIDED



Example of Dispatcher Information System and GIS Tool

Basic Data about the Project

Project Objectives:

- Increasing the efficiency of the ÚAMK dispatching centre
- Increasing the quality of assistance services to motorists

Integration of IS Components:

- ERP
- GIS
- SMS gateway
- Telecommunication tools for dispatching

Project Implementation Time:

- 9 months

Reference

„We started cooperation with GEM System after a long period of inefficiency of our helpdesk, which was manifested mainly by the lack of integration of ERP and GIS systems.

We were already positively surprised by the analysis of the issue, because the supplier's analysts had gone much deeper than we had expected. The analysis took into account the complete workflow of the dispatcher, which our company considers crucial.

After successful reconciliation of the analysis we were faced with a major decision – is it possible to meet the implementation deadline of the project before the start of the motoring season and benefit from the new solution? Quality project management GEM System ultimately delivered, even in a tight deadlines, the successful management of the entire integration. Now, with hindsight, we are evaluating the increase in dispatching efficiency work by about 60% and we must also mention the reduction in requirements for operator knowledge due to the integration of advanced decision-making functions.“

Ing. David Vorlíček

Director of Information Technology

Tender

The assistance service for motorists has specific requirements for IT solutions – above all perfect geographical orientation in real time for client location and selection of the most suitable business partners for service.

As part of the project, GEM System conducted market research for the supply of GIS, SMS gateway and integration of telecommunication dispatching tools. Subsequently, GEM System identified suitable suppliers with whom they discussed the parameters of the request and verified their references. The customer then according to the set parameters the most suitable supplier for the required services.

Implementation Management

After contracting the suppliers, the implementation phase of the project had started. GEM System provided project management and supervision of the partial deliveries within the planned deadlines.

According to the business priorities of the ÚAMK, the project was divided into the implementation of key requirements before the start of the main motoring season and lower priority functions thereafter.

An important point of integration was to ensure that the sub-deliveries met the prescribed interfaces. GEM System's team of analysts specified scenarios for the integration tests, managed the actual test execution and the corresponding fixes of the subcomponents.

At the end of the implementation phase, consultancy support was provided to the customer to specify the acceptance criteria and manage the acceptance process.

Deployment into Operation

ÚAMK deployed the new solution as requested – before the main motoring season.

Simplify your
Work Today!

