simTRAC & simPRO: A Match Made in Heaven

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Introduction

When simPRO Software was founded in 2002, few people would have imagined that less than 14 years later, the business that was started in a garage would have offices in four countries, over 100 staff, thousands of customers, five software solutions and a market-leading position.

In 2013, simPRO Software acquired the remaining shares of simTRAC Tracking Software and committed to the immediate and ongoing development of the product. This has resulted in the release of a number of product updates and more recently, a new look - bringing simTRAC's branding inline with the rest of the simPRO family of products.

simTRAC is an ideal partner product for simPRO and helps provide a complete solution when partnered with simPRO's other mobility products. Using the APIs of the products, simPRO has further enhanced these synergies by integrating the products together - this is just the beginning.

What you can do now

Many simPRO users are also simTRAC users (and vice versa). These customers benefit from the existing integration, which offers functions including identify workplace hazards:

- Showing quotes or jobs as drawing-pin markers on a map
- Filtering by company (so the integration supports multiple companies)
- Showing scheduled or unscheduled jobs
- Filtering by date range
- Filtering by cost centre
- Displaying job sites
- Importing and saving sites
- Sending job detail to the vehicle (requires Garmin in-cab messaging & navigation screen)
- Allowing you to right-click on a job, site or address on the map and send a "route to" (the driver simply presses "GO" on their navigator and is routed to the site)

One advantage of this is that you can easily see in one screen the location of all of your mobile workforce in relation to jobs that are scheduled or yet to be scheduled.

This means you can make smarter scheduling decisions, improve efficiency by identifying the nearest tech to a job and remove the need to visit sites twice.

This also allows the user to identify vehicles that have been stopped for extended periods at locations that do not have a scheduled job and helps the user identify potential revenue leakage. If they are stopped for too long it either means the job wasn't logged in simPRO properly, the driver is "moonlighting" or taking a longer-thanallowed break, or there is some other issue that needs attention.

What we have planned

Although the existing integrations provide an excellent return on investment, research and development never stops at simPRO.

We are currently working through a shortlist of about 20 key ideas that will further save time, reduce revenue leakage, provide increased efficiencies and reduce operating costs.

Watch this space!

What the future could bring

Imagine a time in the not-so-distant future when your customers can request a job on your website, simPRO will calculate the variables and provide an instant quote, and then the customer will see the available time slots and accept the quote.

Your schedule is updated and the technicians are allocated work in the most efficient order on the most efficient routes.

The customer receives an SMS advising that the technician is on their way to the job, with a link to view the technician's live position on a map.

On completion of the work, the technician updates the job including times and parts used (many of our customers already take payment in the field on their smart device and capture an electronic signature using Connect).

Back in the office, the schedule is updated and simPRO flags any variance from time quoted, time-on-site from the schedule and the time the vehicle was on site, so you can update your quote system or the invoice before closing the job.

This all requires limited input from office staff, the technician and the customer. It is efficient, transparent and convenient… is this the future?

How you can help

It is tough predicting the future, that's why we want to create it instead! We have had a lot of excellent ideas and feedback from our customers and we continue to encourage this feedback via our online user forums. If you've got a great idea that could maximise the benefit you get from a more complete, integrated fleet and job management system - let us know!

How you can benefit

If this sounds like a solution you would be interested in learning more about, or you have an existing simPRO product and would like advice on which other products from the family will add further value - contact us now online or on the phone: 1300 139 467.

Alun Bain
simTRAC Manager
simPRO Software Group
e: alun.bain@simpro.co
p: +6 144 800 5069
w: simpro.co

simTRAC is a division of simPRO Software Group, which serves the job and fleet management needs of over 2500 businesses and 30,000 users across more than 8 countries globally. Employing over 100 staff across 7 time zones. simPRO Software provides leading-edge, cloud-based solutions that optimise the productivity of businesses in the trade service sector.