

Scheduling for service technicians and field service

IFA-Bereich	Adresse	Zeitpunkt
Krankenhaus der Barth-Brüder Regensburg	93044 Regensburg, Welfenberger Straße 10	10:00 2005
Kliniken Deggendorf GmbH	93045 Deggendorf, Franz-Josef-Strauß-Allee 11	15:00 2005
Kliniken Deggendorf GmbH	93045 Deggendorf, Franz-Josef-Strauß-Allee 11	20:00 2005
Max-Planck-Institut Memmingen	83122 Memmingen, Am Kaiserplatz 20	10:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Franz-Josef-Strauß-Allee 11	10:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Franz-Josef-Strauß-Allee 11	15:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Franz-Josef-Strauß-Allee 11	20:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Franz-Josef-Strauß-Allee 11	06:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Landshuter Straße 22	20:00 2005
Klin. Inst. f. Molec. Biogen Regensburg	93053 Regensburg, Landshuter Straße 22	10:00 2005
Klin. Inst. f. Molec. Biogen Regensburg	93053 Regensburg, Landshuter Straße 22	15:00 2005
Zink Klinik	93047 Regensburg, Franz-Josef-Strauß-Allee 11	20:00 2005
Prof. Dr. med. Seifert Regensburg	93047 Regensburg, Hansauer Straße 3	20:00 2005
Zink Klinik	93052 Regensburg, Franz-Josef-Strauß-Allee 11	10:00 2005
Anabelle-Klinik München	81925 München, Anabellestr. 5	01:00 2005
Kliniken Ansbach	91122 Ansbach, Eschenstraße 1	09:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Franz-Josef-Strauß-Allee 11	06:00 2005
Kliniken rechts der Isar München	81675 München, Isaringer Straße 22	20:00 2005
Evang. Krankenhaus Würzburg	97060 Würzburg, Forster Weg 14	21:00 2005
Maranhospital Osnabrück	49074 Osnabrück, Johanna-Freitag-Str. 4	31:00 2005
Krankenhaus der Barth-Brüder Regensburg	93044 Regensburg, Welfenberger Straße 10	08:00 2005
Kliniken St. Marien Amberg	92224 Amberg, Marienbühlweg 7	07:00 2005
Akademie OTHM - Ledwölke Schwandorf	97421 Schwandorf, Ledwölke 18	07:00 2005
Kliniken Weiden	92627 Weiden, Gölzerstraße 25	07:00 2005
Kliniken Flath	90756 Puchheim, Jakob-Herler-Straße 1	07:00 2005
Carl-Neuberg-Klinik Regensburg	93053 Regensburg, Landshuter Straße 22	07:00 2005
Kliniken der Universität Regensburg	93053 Regensburg, Franz-Josef-Strauß-Allee 11	07:00 2005



“The PTV xServers enabled us to implement new functions in our dispatch solution from the digital map to calculating driving times. Above all, our customers value the superb integration into the workflow.”

Matthias Stöcklein, project manager, mobileX AG

THE TASK

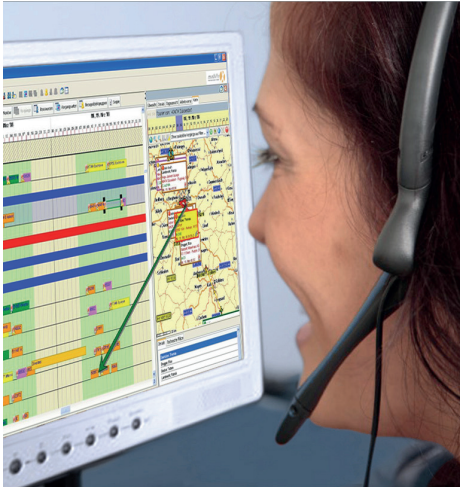
“We wish to provide optimum support for planners in their daily work” - is how the project manager, Matthias Stöcklein, describes the graphic control tool mobileX-Dispatch for service technicians and field service. Functions and usability of the solution are constantly being developed. A central module is made up of the geographic and logistic functions. “However developing our own complex map or routing functions is not realistic. This is why we went looking for ready-to-use components.”

THE SOLUTION

mobileX AG decided to use the PTV xServer, which implemented the following functions:

- Address geocoding: The PTV xLocate Server geocodes all addresses which are transferred from the backend system (e.g. SAP): customer addresses, location of technicians, technical locations etc.
- Digital maps: Geocoded addresses, trips and additional information is displayed on digital maps for the whole of Europe (PTV xMap Server).

- GPS tracing: Live display of technician locations on the integrated mobileX-Dispatch map (PTV xMap Server).
- Calculation of driving time: Realistic driving times for various vehicle profiles, as basis for the allocation of orders (PTV xRoute Server).



mobileX AG: The Munich software company specialises in Workforce Management solutions for an efficient field service. Amongst their customers are renowned names such as Melitta, Alfred Kärcher, Alcatel-Lucent Network Services or MVV Energie.

THE RESULT

"Of course, our customers find the map display very transparent", says Stöcklein. Icons and symbols remain selectable on the map, so the planner can even work directly within the map to move orders or service technicians. The calculation of

driving times and GPS tracing helps when allocating orders and planning trips. Stöcklein summarises: "Our customers are pleased about the embedded functions. And we are pleased that they are easy to integrate, thanks to the standard XML interfaces."