



Web based **Vehicle Tracking**
& Mobile Data Solutions

Case Study - Redbridge Council

Redbridge Council acquired vehicle tracking from **Concepts-Online** in order to fulfil it's aim of increasing both control and organisation of their 50 vehicles. Our Explorer program offered an un-paralleled capacity to direct the fleet in the most effective and economic approach.

London Borough of
Redbridge



Company Profile:

The Borough of Redbridge is located to the east of Greater London, with a population of 247,000 for which the council must provide a degree of service and support. The council operates within a framework of public accountability, with the aim of supplying a range of facilities to local residents, including; street cleaning and refuse collection; community care; leisure services; and local school management.

The council is also responsible for the upkeep of the homes that it owns within the borough. As a result it is obliged to perform regular and programmed maintenance work on all tenants' properties, and must respond to all emergency repair requests, such as loss of power, burst water pipes and property break-ins, 24 hours a day.

Business Needs:

The Manager of Redbridge Building Maintenance, Bob Jolly, states that "...approximately 70% of the work my department undertakes is on a reactive basis... a tenant will phone in a problem they may be having with their house, whether it be a gas leak or a lighting failure, or similar, that requires an emergency response, and we will have to react with the appropriate team, as soon as possible".

The council required a program that would increase the efficiency with which it can assist those tenants with a problem. Such a system would need to allow users to pinpoint the exact location of a particular tenants' home and then establish which of the available workers is best suited to the type of work necessary, and of this group, which driver is the nearest to the location. The system would also need to be capable of storing an historical representation of journeys made, with the intention that this information could act as a document of proof when settling disputes with tenants regarding missed appointments, and time spent on a particular job, for worker timesheet verification.



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Redbridge Council

Knowledge is Power - Efficiency is Revenue - Control is Profit



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System Installation:

Redbridge Council were convinced of the value and efficacy of **Concepts-Online** Explorer, but according to Bob Jolly, were concerned that "...having the fleet off the road, even for the few hours that installation in each vehicle takes, would be a logistical nightmare". In response, our support team devised a number of installation plans to best accommodate the needs of the council. The adopted solution was a "very painless experience", in which vehicles were fitted in groups of 12 and then a 'rest' period observed so that the fleet could complete any shortfall in service, and the administrators take stock of the effectiveness of the program.

System Benefits:

Neale Richell, a supervisor at the council, has found the system an invaluable tool in his efforts to meet targets of public accountability. "The system does exactly what we needed it to... the nearest vehicle function allows us to target the most suitable member of staff for the job... we know that if there's been a water leak that we are sending the nearest plumber to the job, and not one from the other side of the borough, only to find his mate sat around the corner!".

What the future holds:

As far as the future is concerned, Redbridge Council plan to extend their usage of the system, adopting the new features of **Concepts-Online** Explorer as they become available. Neale Richell commented on the announcements function of the system. "Its nice to see that the team at Concepts are always working on ways to improve the system... when an announcement window pops up you get to see how other companies are using the system and how that could benefit us. The text messaging feature was something we started to adopt after reading a notice, and now its an integral part of the system to us. Not only does it let us communicate with our drivers whether they are in their vehicle or inside on a job, but it helps us with our lone worker health and safety commitments".

Why choose Concepts-Online?

In today's ever changing business world the challenges of managing fleets of vehicles & manpower are greater than ever before. We have a solution that will not only take care of all of these challenges but will increase your profits and efficiency at the same time.

Our **Vehicle Tracking system** is the most sophisticated, easy to use and by far the most cost effective on the market. Tracking your fleet of vehicles has never been easier! So from 1 to 1000 vehicles, **Concepts-Online** is the solution you need.



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