

# Connected navigation



Optimises the interaction  
between driver and back office



Linking C-track fleet management and navigation systems seems a logical step to optimise navigation and planning. Knowing the whereabouts of a vehicle has become increasingly important for both the driver and operational planners, but this is not the only benefit. Integrating both systems also facilitates effective interaction between mobile and office-based employees, because it allows users to communicate and exchange messages and essential data.

## Description

Both the planning department and the office staff can achieve increased efficiency by locating drivers. Essential to reaching these goals are mapping and routing functions and a clear display, which provides location details and allows employees to quickly respond to changing situations. Experience has shown that the most user-friendly solution is visualisation in the form of maps. C-Track has recognised this in an early stage and adapted its product line to increase customer satisfaction. The C-track fleet management system, supported by GPS and Navteq maps, allows office staff to follow and locate vehicles and optimise the deployment of field staff.

## Linked navigation

An in-car navigation system visualises the geographical position of the vehicle and supports the driver in determining the most effective route. Modern systems use Traffic Message Channel (TMC). By using radio signals the system shows the current traffic situation, traffic jams, delays, and weather conditions. This useful information allows drivers to adequately respond to the situation and offers them the opportunity to choose an alternative route. This information is freely available in the Netherlands, Belgium, Germany and France.



## Solution

Integrating the two systems simplifies the communications between office staff and field workers. In the past the C-track fleet management system only allowed the office-based operators to locate field staff. The link with a navigation system now provides visualisation in the field as well. By consulting the navigation screen the driver can determine his location and workload at the same time. Starting the navigation is easy. The driver only has to select and accept the assignment and the navigation automatically starts. An additional advantage of linking C-Track and the navigation is optimising the interaction. Linking both systems permits drivers and office staff to communicate by sending messages.

## Application

The link between C-Track and navigation is more than a gadget for the driver.

- By linking the two systems office staff and field workers can communicate without the use of mobile phones.
- Messages can be sent back to the office if a job is more time-consuming than expected.
- Urgent assignments can easily be scheduled and sent to the driver, including essential information about the job.
- If the driver has received and accepted the assignment on his navigation screen, he will be directed to the location via the most optimal route.
- Once the assignment is finished, the driver of the car the logs off and a message is sent to the office.

## Returns

The navigation link is a logical extension to existing C-Track solutions and provides tranquility to both the office-based operations team and field workers. But it also provides cost reductions by:

- Reducing telephone costs, because messages can be sent via the navigation system.
- Saving time and mileage through the use of TMC and navigation.
- Optimising the planning and overviewing the status of work orders.
- More efficient driving because drivers can adjust their behavior to the current traffic situation.
- Visualisation.

## Visualisation

The navigation screen shows the driver:

- Assignments in text form.
- The locations of the assignments.
- The optimal route.
- The current traffic situation.



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BY

