MODULE BRIEF

SERVICE MANAGEMENT

A STANDARD MODULE OF CLEVERCAD

Clever Devices
Where Mobility Matters
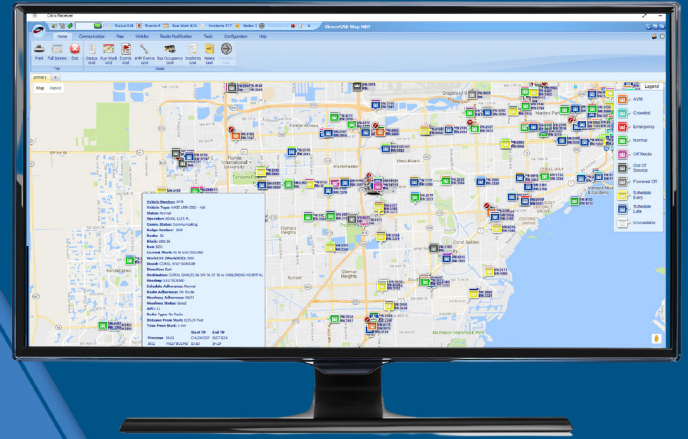
Standard Modules

Service Management

Event Management

Incident Management

Enhanced Modules

Disruption Management

Vehicle and Operator Assignment Modifcation

CleverCAD Mobile

CleverCAD's Service Management module provides a wide range of tools and features designed to efficiently oversee your fleet operations on the road and maintain seamless communication with operators. By leveraging real-time vehicle locations, Google Maps integration, and configurable workspaces, the service management module of CleverCAD maximizes operations control center efficiency, enhances decision-making capabilities and enables dispatchers to prioritize and address critical fleet issues. By leveraging this comprehensive solution, organizations can streamline operations, improve service quality, and maintain a competitive edge.

Increased Dispatcher Efficiency

Dispatchers can optimize their workflow and improve efficiency by leveraging real-time vehicle locations. Through seamless integration with Google Maps, dispatchers gain access to street view and real-time traffic conditions, empowering them to make informed decisions based on accurate and up-to-date information. In addition, by understanding the true nature of the situation on the streets, dispatchers can respond promptly and effectively to any changes or incidents.

Configurable Workspace

Searching for alerts or essential information is a thing of the past. The Service Management solutionoffers a configurable workspace where dispatchers can create tabular views tailored to their needs. As a result, critical information related to service or vehicle management, such as open work, early/late arrivals, route adherence, vehicle speed, passenger load, vehicle log-on status, and

on-route status, can be easily organized and accessed. This customized view ensures that dispatchers have instant visibility into critical information, allowing them to make quick and informed decisions.

Real-Time Key Performance Indicator Dashboards

Prioritizing fleet performance and addressing deviations from established norms is crucial for efficient service management. CleverCAD's OTP (On-Time Performance) dashboards provide a comprehensive display of current fleet performance, allowing dispatchers to identify and prioritize the most critical issues. The dashboards highlight key deviations from predefined norms, enabling dispatchers to take immediate action and allocate resources effectively. By focusing on the most vital areas of fleet management, dispatchers can streamline operations and maintain service excellence.