

Mobile Control Integration with dESCO's ESC

Complete the Picture of Your Field Service Team

How can you reduce costs and increase productivity from your field service team? Combine real-time activity with work order information for deeper insight and improved decision-making.

SageQuest's Mobile Control solution provides real-time GPS fleet tracking and management products that deliver insight into the activity of any mobile workforce. Our integration with Electronic Service Control (ESC) from dESCO provides everyone from dispatchers to executives with a more complete view of the field—improving decision-making, reducing cost and increasing daily productivity.

- Shorten response times
- Streamline scheduling
- Reduce fuel costs
- Minimize disruptions to your technicians

Optimize Dispatching

Once your dispatchers see your mobile workforce moving in real time, with detailed status information and key features at their fingertips, they won't want to go back.

We integrate work order information from ESC onto the real-time map in Mobile Control to give your dispatchers and managers a complete perspective on field activity and status. The result is improved response time for your customers, less disruptions for your technicians and less stress for your dispatch team.



dESCO's strategy of partnering for success makes them more than just a software vendor. They are a business partner, providing the end user with effective solutions for their business needs. The main focus for dESCO and its flagship product, ESC, continues to be service call and technician scheduling, service contract management, inventory and equipment tracking.

For more information visit www.desco-soft.com or call dESCO at 800.226.7529.

The screenshot shows a satellite map interface with several colored icons (green, yellow, red) representing different work orders or vehicles. A context menu is open over one of the icons, listing options: "Create a Map View here", "Create a GeoFence or Landmark here", "Get directions from here", "Get directions to here", and "Find nearest". Two information popups are also visible: one for "Work Order #: 2567" at "123 Main St. Service Outage" and another for "Vehicle #: 374" for "JUSTIN BROWN" at "267 2nd St. Stopped 39 mins".

When a dispatcher's mouse rolls over a driver's vehicle icon, any work orders assigned to that driver are highlighted on the map.

Customizable work order icons show information such as job status updates. Work order balloons can also be customized to show any available information on the work order.

Tools like Find Nearest help dispatchers quickly determine and locate the right technician for an urgent work order.

Gain Deeper Insight with Integrated Reports

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For a report to be valuable, it has to be both comprehensive and powerful. Seeing all important activity in a single view is the key to gaining the deeper level of insight only possible through integration.

Our comprehensive and powerful view combines real-time activity information from Mobile Control with detailed work order information from ESC. Using our proprietary algorithms, we create the critical link that matches work order data from ESC with our vehicle location information to allow for easy comparisons, less guesswork and a complete perspective to improve critical decisions about your field service team.

Travel & Stops Report with Work Order Information

The Travel & Stops Report is Mobile Control's daily timecard for your fleet. For ESC integrated accounts, stop locations that match assigned work orders will include links to details for the work order.

Travel and Stops + Work Order Report							9/9/2008 12:00:00 AM - 9/10/2008 12:00:00 AM	
Vehicle 1002							View Breadcrumb Trail Map	
Driver	Start Location	Start Time	Travel Time (hh:mm:ss)	Miles	Stop Location	Arrival Time	Time There (hh:mm:ss)	
HOWARD	405 Tallmadge Pl Albany, NY, 12208	9/9/2008 7:13:24 AM EDT	0:18:07	7.48	Lincoln Avenue Albany, NY, 12203	9/9/2008 7:31:31 AM EDT	0:46:36	
HOWARD	Lincoln Avenue Albany, NY, 12203	9/9/2008 8:18:07 AM EDT	0:31:09	9.48	49 Aly St Albany, NY, 12208	9/9/2008 8:49:16 AM EDT	0:00:00	
		Work Order #	Address	Est. Duration	Type			
		01-892916	45 ALY ST	2:10:00	SR			
HOWARD	49 Aly St Albany, NY, 12208	9/9/2008 8:49:16 AM EDT	1:29:55	0.07	47 Aly St Albany, NY, 12208	9/9/2008 10:19:11 AM EDT	2:05:34	
		Work Order #	Address	Est. Duration	Type			
		01-0392916	45 ALY ST	2:10:00	SR			
HOWARD	47 Aly St Albany, NY, 12208	9/9/2008 12:24:45 PM EDT	0:05:31	1.68	1051 Newbury Rd Jackson, NY	9/9/2008 12:30:16 PM EDT	0:04:59	

The work order number links to work order status data from your workforce management solution, allowing you to easily compare how the work order status changes match the amount of time spent on-site at the location—all without leaving Mobile Control.

45 ALY ST				
Work Order #:	01-0392916	Est. Start Time:	9:00 AM	
Type:	TC	Est. Duration:	2:10:00 (hh:mm:ss)	
Scheduled Date:	9/9/2008	Reported Time:	3:36:00 (hh:mm:ss)	
Driver Name	Customer	Driver Status	Work Order Status	Time
HOWARD	45 ALY ST		Open (OP)	9/9/2008 8:06:42 AM
HOWARD	45 ALY ST	Enroute to next job (EN)	In Process (IP)	9/9/2008 8:48:50 AM
HOWARD	45 ALY ST	Job in progress (JP)		9/9/2008 11:54:46 AM
HOWARD	45 ALY ST		In Process (IP)	9/9/2008 11:54:48 AM
HOWARD	45 ALY ST		Complete (CP)	8/9/2008 12:23:08 PM
HOWARD	45 ALY ST		Closed (JC)	9/9/2008 12:23:13 PM

Work Order Variance Report

Work Order Variance Report								
8/14/2008 12:00:00 AM - 8/15/2008 12:00:00 AM								
DONNY MCGILL (1265)								
Work Order #	Customer	Type	Problem Code	Est. Duration (mins)	Reported Time (mins)	On-Site Time (mins)	Variance (mins)	Variance (%)
071-038654375	3383 ORMOND RD	TC		60	41	--	--	--
041-077775741	65 CARRIAGE WAY	TC		60	834	19	-815	-98%
041-038788752	HUDSON RIVER SCHOOL	TC		60	34	24	-10	-30%
041-038664283	455 COLUMBUS COURT	TC		60	20	16	-4	-20%
201-038788881	632 N DEER CREEK LN	TC		60	--	--	--	--
031-037654154	8884 APPLE AVE	TC		60	12	1	-11	-91%
Averages:				188	15	-210	-60%	

Compare work order status data from ESC with vehicle on-site time from Mobile Control to quickly understand where discrepancies exist.

Management Summary Report

Summary by Division				AUG 2008		
Division	Average of TravelDuration (mins)	Average of TravelMiles	Average of IdleDuration (mins)			
ROCHESTER	9.68	3.33	6.30			
PAOLI	11.07	5.08	3.97			
SARASOTA	8.68	3.50	1.48			
SAN DIEGO	10.40	4.35	3.21			
SOLOM	9.06	3.09	2.49			
CLEVELAND	10.47	4.27	3.89			
HARTFORD	10.65	4.19	3.16			
KENT	11.07	5.15	3.64			
ALLEGANY	10.39	4.05	2.53			
Grand Total	10.18	4.03	4.07			

Easily evaluate key performance metrics like average travel duration, miles traveled and idle duration between your different groups of technicians.