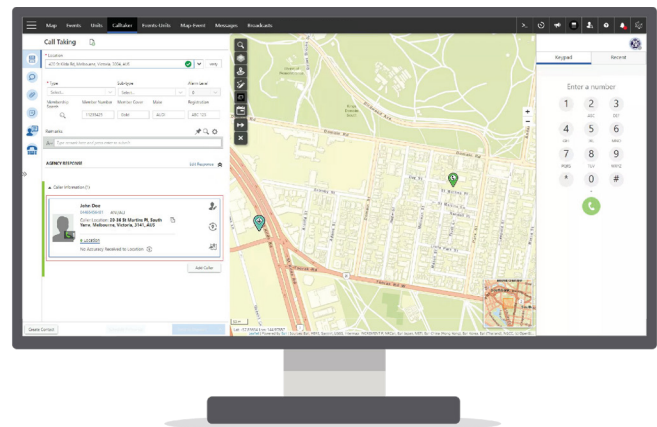HEXAGON

Advanced dispatch for roadside assistance

You don't often need roadside assistance, but when you do, it must be reliable. Motorists depend on roadside assistance providers for towing, tire changes, battery replacements and other important services. Auto clubs and other providers know that easy access to services and prompt response are critical to customer satisfaction and safety. Key to those goals is a robust computer-aided dispatch (CAD) system.

The global leader in CAD solutions, Hexagon has more than two decades of experience supporting roadside assistance companies.

Hexagon's systems serve almost 40 million auto club members and aid nearly 10 million requests for service each year around the world. These same solutions are used by emergency services to protect 1 billion people globally.

HxGN OnCall Dispatch

Part of the HxGN OnCall portfolio, HxGN OnCall Dispatch is a flexible suite of next-generation incident management capabilities. Supporting on-premises, customer-hosted or software as a service (SaaS) deployments, the intelligent software suite provides superior incident management

The HxGN OnCall Dispatch call-taker form is shown in Create Event mode. The map shows the caller and event location. Fields on the form include Member Number, Member Cover, Make and Registration. A dial pad for telephony integration is shown on the right as an optional component.

capabilities in roadside assistance call-taking and dispatch centers and anywhere field technicians need to go. Key capabilities that benefit roadside assistance organizations include:

Recommend Unit

The Recommend Unit module in OnCall Dispatch uses a combination of provider, location and configured business logic to give a real-time recommendation of available units that best meet specified criteria. For every event that is created in the system, a real-time recommendation is performed by the Recommend Unit server, allowing a dispatcher to accept the suggested units with a single click or modify the recommended units prior to dispatch.

Dispatchers with Advanced Recommend (part of the Resource Management Option pack) can customize unit recommendations on the fly and select from a range of options to enhance the unit recommended for a specific event.
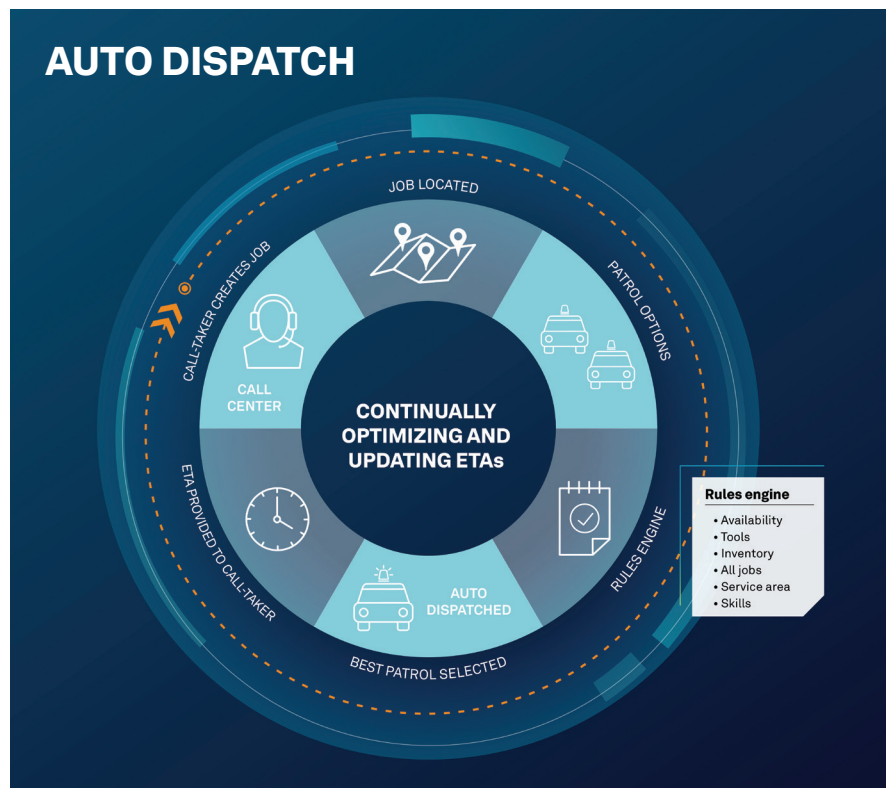
Automatic dispatch capabilities

Automated dispatch functions use mathematical optimization to automatically select units to dispatch to events. When a unit is selected, the software sends a message containing the estimated time of arrival (ETA) for the unit to the call-taker or to the person who created the event. This allows the call-taker to provide an ETA to the motorist.

The mathematical optimization is used to assign events to units based on a touring principle. A tour starts at the unit's current location and ends at its home location. A tour is used to minimize the total cost of the unit dispatch. When a call-taker creates an event, the auto dispatch process looks at the current location of the unit and other assigned events and places the event in the group of assigned events for that unit based on priority and location.

Benefits

- **Automatic dispatch:** Allocate work to field personnel on an optimized basis
- **Lower cost:** Use fewer dispatchers when using auto-dispatch capabilities
- **Faster response:** Service members and validate entitlements quickly
- **Richer situational awareness:** Easily integrate CAD with other systems
- **Better coordination:** Connect field responders with service centers or control rooms through mobile apps
- **Flexibility:** Select your method of deployment – on-premises or in the cloud
- **Greater agility:** Adapt to changing demands and technologies faster
- **Increased customer satisfaction:** Provide and meet expected times of arrival

| Find out **more**

AUTO DISPATCH

JOB LOCATED

CALL-TAKER CREATES JOB

PATROL OPTIONS

CALL CENTER

CONTINUALLY OPTIMIZING AND UPDATING ETAs

ETA PROVIDED TO CALL-TAKER

RULES ENGINE

AUTO DISPATCHED

Rules engine
- Availability
- Tools
- Inventory
- All jobs
- Service area
- Skills

BEST PATROL SELECTED

Hexagon is a global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government.