



AXIS MAPPLUS

Features & Benefits

- › Leverages the tools, data and expertise of mapping domain partners, ensuring access to the most up-to-date location information possible
- › Provides an efficient auto-suggest location feature that improves call taker productivity and assures location data consistency
- › Displays street level views and reverse geocodes GPS coordinates to obtain street address information, helping improve call taker productivity
- › Displays the position of the breakdown on a map, allowing the call receiver to visually verify the location with the member
- › Provides ERS users throughout your network with optimized web-based mapping tools that facilitate training and deployment
- › Displays AAR and other repair shop locations around a select point on a map, facilitating the selection of tow destinations
- › Automatically transfers breakdown location, cross-street and tow destination in the ERS Call Receive window so no rekeying is necessary
- › Automatically generates driving directions and mileage so potential route can be verified for the member

MapPlus provides a wide array of interactive mapping tools to Emergency Road Service (ERS) users that require location-based information about member breakdowns, service drivers and vehicle repair facilities. As an integrated component of the AXIS ERS system, users across your network benefit by accessing precise real-time location information, allowing call assignments to be based on optimal routings, and real-time service vehicle availability. As a hosted cloud-based component of the ERS system, you benefit by leveraging the expertise, tools and mapping data of the best commercially available solutions on the market.

As outlined below, MapPlus comprises several components that are fine-tuned to provide optimal performance for your ERS operations.

Google Maps Interface

The Google Maps interface allows call receivers to accurately geocode both the breakdown location and tow destination. This accuracy directly equates to reduced time of arrival for the drivers and less dispatcher intervention. The auto-suggest feature improves call taker productivity and assures consistent entry of addresses and landmarks, as well as special addresses such as malls, schools and highways.

Territory Loading

The Territory Loading feature can be used on large monitors mounted in prominent locations in your call and dispatch centers, to highlight under- or over-loaded grids. These are color coded based on call volume versus available resources, and automatically refresh while service providers circulate throughout the territory. Territories are displayed at a high-level view of major areas and a more detailed view at the grid level.

Contractor Web Portal

The Contractor Web Portal provides the same functionality to your contractors as your call receivers when changing locations to ensure quick and accurate geocoding. Contractors can view all of their available drivers and all of their assigned calls on a map with their corresponding tow destinations. Views are automatically refreshed to display the most up-to-date information.

- › Territory Loading highlights what grids are short of service vehicles allowing dispatchers to make timely decisions on service vehicle repositioning
- › Displays both traffic and weather layers, assisting club staff to determine when to apply applicable dispatching rules
- › Stores grid data in the cloud, allowing on-the-fly territory changes to be available instantaneously throughout your network
- › Leverages cloud-based mapping technologies, eliminating deployment and support efforts, as well as IT infrastructure required to maintain these applications in-house
- › Cloud-based grid storage allows other clubs using AXIS ERS to assist with overflow call receive

DriverWatch

DriverWatch provides an interactive display using descriptive icons for both calls and drivers, allowing dispatchers to quickly assess the current state of the service network. Preconfigured views allow for quick and easy monitoring of the club's territory. It provides an instant view of driving directions from service vehicle to breakdown location, or service vehicle to tow destination, and provides easy estimating of both travel time and distance. Traffic and weather overlays allow dispatchers to accurately adjust system settings to ensure the most efficient distribution of calls throughout the service network. The automatic refresh ensures dispatchers are always viewing the most up-to-date information, while filtering lets them focus on specific conditions.

Real-Time Grid Carving

Real-time grid carving using interactive cloud-based tools means quick and efficient territory changes without delay. Once the grid updates have been published, all users and components of MapPlus have immediate access.

Routings from service drivers to breakdown locations with mileage and travel time estimations also rely on real-time cloud data, ensuring that all components of MapPlus have the most accurate and reliable information possible.

Related Product Sheet

- › AutoSpot



AXIS ROAD SERVICE BUNDLE

Integrated Solutions. Integrated Minds.