

## Wireless Improves Fleet Management

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After a successful nationwide roll-out to more than 250 companies over the past year, Atlanta-based Discrete Wireless has just come out with a second generation of its Fleet Management product and service.

In addition to the popular feature of monitoring a fleet vehicle's location, Discrete's system offers upgraded tracking capability to new and existing users that includes an enhanced dispatch console software module using Microsoft MapPoint 2002 software, power take off and idle sensors.

Discrete's new sensor services enable the monitoring of door openings and closings, idle time and refrigeration monitoring - features previously unavailable.

Dispatchers can observe when a vehicle arrived at its scheduled stop, and determine if the employee was actually using the equipment on the vehicle, and for how long.

This enhancement enables companies to not only monitor the location of their fleet vehicles, but to supervise whether the vehicle was used in the manner it was intended.

In addition, company fuel expenses can be reduced through effective monitoring using an idle sensor. The sensor determines excessive idle time when a vehicle is left running at a stop.

MapPoint provides dispatchers with a full screen map with current vehicle locations and customer locations. It automatically provides current street databases and allows dispatchers to quickly determine directions from the vehicle's present location to its destination by pointing and clicking on a map with turn-by-turn directions as well as a highlighted route on the map. The vehicle data is refreshed every 2 minutes as various vehicles continue to report at 5-minute intervals.

Discrete's Internet-based solutions enable small to mid-sized service fleets to quickly and easily deploy a fleet management solution. By utilizing Discrete's solution, companies now have the ability to efficiently manage their fleets of service and delivery vehicles by receiving critical information over the Internet without an IT investment.

The system is being used by companies that operate fleets, including HVAC, plumbing, roofing, electrical, carpet cleaning and construction contractor service vehicles - in addition to oil, water and other delivery service fleets, school bus and limousine fleets.

The Discrete system allows companies cost control, routing efficiency, increased driver productivity, accurate reporting of sales calls, tracking overtime, driver accountability, fuel savings, customer retention and vehicle history analysis.

Discrete utilizes Global Positioning Satellite (GPS) technology to provide a live vehicle tracking service. A mobile radio collects vehicle operational data and transmits it in regular intervals, or in exception situations. Discrete gives the user the ability to locate a single vehicle, a fleet, and the closest vehicle to a particular address or customer defined location.

Discrete is an example of the new type of m-commerce company known as a Wireless Application Service Provider, or WASP. These companies are carving out a niche using traditional wireless tools (radio, GPS, etc.) for proven, revenue generating applications, mainly aimed at streamlining business processes.

They tend to be overlooked in analyses of wireless industry trends for the simple reason that they generally do not provide voice services as their main area of business. Operating on the fringe of technology development, applications like fleet management nevertheless represent a key m-business opportunity.