

RPMS: ROADSIDE PROVIDER MANAGEMENT SYSTEM

Problem:

Roadside service provision requires quick and easy access to accurate information in order to execute in timely manner. Every delay in providing service has the potential to negatively impact the member, the brand/image of the club and in the most critical situations, the safety of members and their families. Provider status and situations are dynamic and as such all positions involved with providing service need to be aware of any exceptions or special circumstances to facilitate decision making in the most efficient manner possible.

The current process for managing roadside providers is an Excel spreadsheet that is routinely out-of-date, mismanaged and lacks basic information leaving operators and dispatchers to look up information by other means resulting in delayed and often inaccurate service. (ie: Wrong equipment dispatched to scene)

In addition to inaccurate contact and status information, there is no information regarding each contractor's capabilities and equipment inventory especially where HD service is concerned. Because of the novel nature of heavy duty service, dispatchers routinely call each contractor inquiring about capability until they get a hit and results in significant delays

Updating the status of contractors is left to an email distribution list without a method of flagging temporary unavailability, changes in equipment or service capability.

Each of these issues has given rise to the discussion of a complementary system for managing the contact information, equipment inventory and a method to manage the availability of contractors.

Solution:

The proposed solution is to replace the current spreadsheet with a Windows 10 based contractor contact management system built on the Windows Universal Platform. The app should manage all providers and corresponding location details, contact information and fleet statistics. The system should also indicate any special circumstances such as a change in availability, suspension or service.

The system will be used by several positions including dispatchers, operators, supervisors and managers but the primary use case will be operators and dispatchers referencing contact & equipment information and adjusting service status.

RPMS: HOME PAGE

For the primary use case, this will be the interface for the majority of interaction. Typically, operators and dispatchers are looking to contact providers for various reasons and need quick access to information. This page represents the entire list of providers and should include the following features:

- Alphabetical sorting
- Filter
 - Service
 - Duty
- Search
 - Name
 - Region
 - Contract Number
- Indicators
 - Warning (yellow)
 - Alert (red)
- Adding new providers

Narrow desktop view shown... Phone view will be similar but sidemenu will be accessed through the ‘hamburger’ menu.

RPMS

PROVIDERS

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Griffiths Brothers

5018

DO NOT USE - Suspended until further notice

Marcel’s Towing

4092

Main: (705) 333-4758 Secondary: (705) 456-9898

Moore Brothers

4057

UNAVAILABLE : Flatbed down

Towex

5155

Main: (705) 333-4758 Secondary: (705) 456-9898

Apple Hill

4024

Main: (613) 253-9222

RPMS: PROVIDER DETAILS

The details page will display all relevant information for the selected provider including:

- Address
- Contact Information
- Light, regular, medium and heavy duty availability
- Services available
- Map centered on address
- Equipment roster
- Any warnings/alerts

This view should also include the ability to edit contact information, equipment information, services and availability.

RPMS

DETAILS

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Suspended

Griffiths Brothers
5018

CONTACT INFORMATION

Main:

(705) 333-4758

Secondary:

(705) 333-4758

Chris:

(705) 333-4758


EQUIPMENT INFORMATION

Name	Type	People	Duty
Truck 1	Flatbed	5	Regular
Truck 2	Wrecker	2	Regular
Truck 3	Wrecker	2	Heavy

SERVICES

Tow	Flat	Lockout	Boost
Fifth Wheel	Locksmith	Tire Repair	Battery Install
Motorcycle			
Trailer			

LOCATION



RPMS: MAP

As an alternative to a list of providers there should also be a visual representation of the territory with the following features:

- Providers should be displayed on the map
- Displayed providers can be filtered by service or duty
- Basic information should be displayed when a provider is selected

