



## AMScott Limited

# Making the motorways safer

When there's an accident or a dangerous situation on a motorway or major road, the time taken to respond is crucial.

This is not only true for the emergency services such as police, fire and ambulance, but for the trucks that remove the debris and allow traffic to keep moving. AMScott, a joint venture between Alfred McAlpine and Scott Wilson, has secured a four-year contract from the Highways Agency for emergency response and maintenance for one of the 14 areas that comprise the entire UK's trunkroads and motorway network. Promising to cut response times to a motorway incident from 60 minutes to 30 minutes was a vital part of AMScott's successful bid.

This massive improvement is due to AMScott's creation of a dedicated fleet of vehicles, equipped with the Navman Wireless vehicle tracking system that allows the controllers to identify instantly the vehicle closest to the accident scene and provide an estimate of what time it will arrive. This is made possible by Vodafone's GPRS technology which allows instant communications and fast data transfer speeds.

At the core of the vehicle tracking system is the Windows-based Online AVL system that allows users to track, message and monitor its fleet of vehicles from almost any PC, in any location worldwide. With fast access to maps and accurate activity data, the system uses the internet to provide reliable and inexpensive communications.



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The solution also enables the organisation to build up a reliable database that will highlight the geographical areas that have the most accidents. This allows vehicles to operate in these key problem areas, focusing resources where they are most likely to be needed.

This particular contract is for the East Midlands area using a variety of vehicles including flat bed emergency trucks and road-gritters, managed from six depots.

Operations Manager, Barry Sandilands, said: "This is a brand new contract and an important part of winning it was to highlight the quality of our commitment. We have a dedicated team ready to deal with all emergencies and reported dangers, and our tracking system allows us to check the position and availability of vehicles immediately." Colour-coded two way messaging provides visual clues for office staff as to job status. On-screen messages turn from red (message created) through blue (message sent) to black (message received and accepted by the driver). In the cab, drivers have a number of standard reply templates which they can choose from to save time and effort. Visual screen alerts are also used to tell office staff when engines have been switched on, when geofences have been crossed.

"When a customer phones, we can now tell them how many miles away the driver is, on which road and even at what speed his consignment is travelling at. Customers can also choose to receive an automatic email or text message every time a geofence is crossed, to let them know the driver is due to arrive shortly. It's a very impressive service which puts us an important step ahead of our competition."

"In this way, we can drastically reduce the amount of time it takes to deal with an incident and get the traffic flowing again. We can also build up important information about where accidents are most likely to occur, and this helps us ensure we

have vehicles in the right place. The information will also be valuable to the police."

The Navman Wireless system uses GPS satellite technology and Vodafone GPRS that enables live vehicle tracking information to be available automatically and across multiple sites immediately. Information provided can include accurate start and stop times, time spent on sites, the route taken to any incident, distance travelled and other vital information.

As live tracking is essential, the system uses Vodafone's GPRS technology that allows users to have a permanent 'always-on' connection, providing visibility of the fleet at all times. Although continuously connected, users are only charged for data transfer. Mobile costs are reduced, as information is sent at a fixed price, which works out as a significantly better option than traditional SMS models.

### Better management control

The solution has additional benefits for AMScott. First, improved management control of staff will enhance productivity and efficiency. This should allow the organisation to exceed its contractual obligations, which will be an important factor when considering the renewal of the four-year term.

Second, the system will provide proof of where and when roads were gritted and the incidents that were dealt with. This information will help AMScott provide a more efficient and comprehensive service to road users.

Barry Sandilands added: "The system was installed at the start of July and data we have collated is now allowing us to deploy vehicles close to accident hot spots, so that we can react very quickly when we have to. In the winter months, we will be able to respond more quickly to icy conditions."

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### Navman Wireless Business Solutions

Navman Wireless is at the forefront of the current growth in Vehicle Tracking and Mobile Data Development. Their unique hardware designs and latest software applications are designed for businesses that want to exploit the advantages offered by this technology, enabling them to generate rapid cost savings and increase productivity.

The Navman Wireless solution uses a Windows based OnlineAVL system, GPS satellite technology and the Vodafone GPRS network to enable live vehicle tracking. This allows users to track, message and monitor their fleet from almost any PC at any location for a fixed cost.

Navman Wireless UK Ltd is part of the Wireless Data Division of the international research and development company, Navman New Zealand Limited.

- For more information on Navman solutions, contact Navman Wireless UK Ltd on 01782 557950 or visit our website at [www.navmanwireless.co.uk](http://www.navmanwireless.co.uk)

