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New business: G2 installs Aerotrack vehicle tracking system to manage mobile service team

Smart card systems provider, G2 Integrated Solutions, has installed Aeromark's Aerotrack telematics to monitor the location of its 60 service vehicles.(1/25/2006)

This will enable the company to allocate work to the most appropriate engineer in the field. With 650 customers on more than 1,750 sites throughout the UK, this had been a major logistical task.

According to G2's Graham Hunter, the company used to rely on mobile phones to log service calls and keep track of its engineers. "Sometimes that meant people were trying to write down the details of a call while still on the move: obviously that had to stop," said Hunter.

Another advantage of using telematics is that the details of each service call are recorded automatically, so critical data can be stored, both for management purposes and to verify that Service Level Agreements have been met.

Increased efficiency together with savings in fuel and manpower costs are estimated to give G2 an overall return on investment in under 2 years.

Aeromatic's managing director Roger Marks said: "One of the problems in using telematics is that the equipment is providing business critical information: if the system goes down the business stops." He said that the Aerotrack system was designed with this in mind, with the aim to develop a system that would provide a robust platform to provide data integrity with remote fault diagnosis and automatic software updates.