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algowATT GREEN TECH SOLUTIONS experience

Advanced Road Assistance and Towing Services

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OBJECTIVES

A multi-service, cloud-based platform for enhanced planning and operation of road assistance, vehicle rescue and towing operations

- Supporting Service Providers to deliver road assistance operations meeting a wide range of needs, operational and service conditions
- Covering the full road assistance operation cycle
- Geo-location and management of all assets involved in road assistance services (garages, trucks, …)
- Full integration with the Service Provider's own call centre services

MAIN TECHNOLOGICAL COMPONENTS

Central platform for request management, automated work order planning and assignement, vehicle dispatching and mission control

- A modular and expandable structure based on a set of core service components
- GeoEngine Module (maps, geo-located information and service rules management)
- Call-Centre Module (management of customer calls and assistance requests)

MOBILE SYSTEMS FOR WORK ORDER ACQUISITION

- In-vehicle and driver's mobile unit (tablet or smartphone) with rich graphical display and
- Black boxes far base data collection and communication with mobile units

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