



Guise Motors

TomTom WORK provides seamless link with Garage Manager for Guise Motors

A direct link between Garage Manager and TomTom WORK's Connected Navigation system based on TomTom WEBFLEET is making life a lot easier for recovery company Guise Motors. Communication is better, response times are shorter, and more effective use is being made of the company's vehicle fleet and highly-trained operatives.

The Company

Guise Motors is a professional vehicle recovery company covering a large area of Bedfordshire and Buckinghamshire including one of the busiest stretches of the M1 motorway.

Operation responds to up to 18,000 calls a year

The firm has 24 recovery vehicles and provides cover 24 hours a day, every day of the year for all of the principal breakdown clubs as well as the police and private customers. Its operations are based at the company headquarters close to J13 of the M1 just outside Milton Keynes and at Toddington Services on the M1, making it a busy operation that responds to up to 18,000 calls a year.

The Challenge

Important to quickly identify best positioned vehicle

With some of the larger clubs now tightening their ATA (Actual Time of Attendance) times down to 30 minutes, it's important that Guise can quickly identify which of their vehicles is best positioned to respond to a call and get the information to the operative as efficiently as possible.

Previously this was done using Garage Manager through a dedicated terminal in each vehicle. The terminals were expensive to install and did not include a tracking or navigation capability.

Vehicle tracking and an instant two-way communication required

Additionally, Guise Motors wanted to be able to more effectively deploy its vehicles and operatives. This required both a vehicle tracking and an instant two-way communication capability as well as a satellite navigation, all ideally contained in one integrated system. The ability for operatives to also use this system to clock on and for the company to more accurately monitor their time and activities would also be valuable features.



The Solution

The solution was found by integrating TomTom WORK's Connected Navigation system based on their TomTom WEBFLEET fleet management software with Garage Manager using Recovery.connect. This is a development specifically for the recovery sector that exactly replicates the functions of Garage Manager. Now all the information passes through the TomTom GO unit in each vehicle, which provides two-way messaging using touch screen technology, as well as direct satellite navigation by the shortest route. The TomTom LINK 300 tracking device also enables the control room to know the precise location of each truck at all times and this is plotted on a large screen that is updated every minute.

Jimmy Rust, Operations Manager at Guise Motors, said it is proving its value in more ways than one. "Control room staff can give a precise ETA to the person at the scene. It also lets them know when a vehicle and operative are available for the next job, which can help improve our response times and vehicle utilisation.

The solution provides safe hands-free means of communication

"For the operative in the truck, it provides a safe, hands-free means of communication simply by touching the screen on the TomTom GO unit in the cab. All the job details are there for him to see at a glance, exactly as they appear in the control room. And once he has accepted the job he is guided to it by the most direct route using easy-to-read maps and clear voice instructions.

Operatives use it to 'clock on' at the start of their shift ...

Mr Rust says that the new system also delivers a number of management benefits. "Operatives use it to 'clock on' at the start of their shift, so we instantly know who is ready to take on work and we have a clear record of their working hours. This helps us to manage overtime and to comply with the Working Time Directive.

"We've looked at a number of systems that claim to provide this level of seamless link and found that most have a weakness in one area or another. But with TomTom WORK and Recovery.connect we definitely have a system that does what it says on the tin and which delivers positive benefits to our company and to our customers."