

FSB

FIELD SERVICE BUSINESS

managing, resourcing & enabling your team in the field



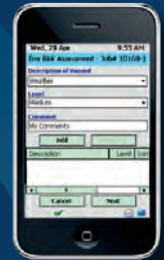
BRAVE NEW WORLD

**WHAT THE RISE OF
MACHINES REALLY
MEANS**

PP100019520

FIELD SERVICE OPERATIONS

Control, Risk mitigation and Visibility



**Planning | Service Contracts | Route Optimisation | Inventory/Assets | Invoicing | Vehicle Tracking
Easy Interfacing | Android/iOS/Windows | Auto Scheduling & Dispatching**

Trans-Service, a user configurable, flexible, modular and integrated mobile resource and field service workforce management solution can provide you that, along with a high degree of sophistication and automation.

The **Auto Scheduler** takes the complexity and tediousness out of job dispatch, marshalling the resources, time-windows, priorities, skills, optimal travel paths, assets, service agreements, etc. in powerful algorithms to assign work to the field service team members.

An integrated **Rules Engine** allocates work to technicians, either fully automatically or semi-automatically, based on a series of business rules defined as per the business workflow requirements of each customer.

Trans-Service

Intelligent and Dynamic Field Service Solution

For an obligation free meeting/evaluation of your current needs contact us



Sonar Technologies Pty Ltd

(ISO 9001 certified)

Level 2, Building 3, 35 Waterloo Road, Macquarie Park, NSW 2113, Australia

P +61 2 9630 3533 | **F** +61 2 9630 3780 | **E** sales@sonartechnologies.com

www.sonartechnologies.com

WORD FROM THE EDITOR



As another year draws to a close, I'm once again astounded at how quickly time passes. I've only been editing *Field Service Business* for slightly less time than Tony Abbott was Prime Minister, but it feels like much has changed in the interim.

On the topic of change, our cover story this issue breaks from the traditional feature focus to look at what the rise of artificial intelligence will mean to the field service industry and the occupations that it encompasses. Of course it's really only crystal-balling, but it's still interesting to see what the academics and economists see as likely outcomes for our workforce as a whole.

In terms of our features, we've got a ton of articles on both fleet management and safety, plus some case studies and opinion columns from some of the biggest and brightest in the business.

This is the last issue of *Field Service Business* magazine for 2015 but, of course, we'll be continually adding content to the website and our weekly eNewsletter until the end of the year, so keep your eye on all things online.

Kind regards,

Dannielle Furness

Editor

dfurness@westwick-farrow.com.au



22



29



34

CONTENTS



OCTOBER 2015

- 4 Brave new world
- 8 Choosing the right mobile device
- 10 Cloud, where optimised workforce management belongs
- 14 Is it your duty to care?
- 22 What is a safety management system?
- 29 Converting data into actionable intelligence
- 34 Managing fleet safety
- 39 Workplace road safety guide

READ ONLINE!

This issue is available to read and download

www.fieldservicebusiness.com.au/latest_issues

Cover image © Vladislav Oboznenko/Dollar Photo Club



FEATURE

BRAVE NEW WORLD

WHAT THE RISE OF THE
MACHINE REALLY MEANS

Dannielle Furness



When the likes of Stephen Hawking and Bill Gates warn against the development of artificial intelligence, you know we're in trouble... or are we?

Stephen Hawking, in particular, has made a big call on the topic, suggesting that it could spell “the end of mankind”. At the other end of the spectrum, AI advances are likely to free up humans from more mundane tasks. To do what, though? Be more human?

In the arena of field service, technology has obviously made things easier, but advances have largely been about replacing paper-based tasks with digital solutions. Not that long ago, everyday mobile devices were but a twinkle in inventors' eyes and now it's impossible to imagine life without them.

But how will we feel when mechanised versions of ourselves are roaming the streets, performing tasks we now consider too menial? Will driverless cars change the landscape? Will customers simply print their own spare parts and utilise a robot to replace them, or will they be delivered by drone?

Taking it down a notch, which jobs are most likely to be replaced and how far into the future are we talking? If you've only recently entered the workforce, you will most likely see massive change in your lifetime. For those with retirement on the near horizon, probably not so much.

Identifying at-risk occupations

In 2013, researchers Carl Benedikt Frey and Michael A Osborne from the Oxford Martin School at Oxford University published a paper titled “The future of employment: how susceptible are jobs to computerisation?”.

Frey and Osborne analysed the impact of computerisation on 702 occupations, utilising a methodology they developed

which considered recent advances in machine learning (ML) and mobile robotics (MR). Computerisation itself is classified as ‘job automation by means of computer-controlled equipment’.

The upshot was a ranking of the occupations based on probability. The authors suggest susceptibility is heavily influenced by three factors which they identify as “bottlenecks to computerisation”:

1. Perception and manipulation. Robots still lag behind humans in terms of depth and breadth of perception. Structured spaces such as warehouses, factories and airports are more easily navigated by robots, whereas unstructured spaces, such as homes, represent a more challenging environment as machines “struggle to identify objects and their properties within a cluttered field of view”, according to the authors. Manipulation in turn is influenced by perception capability, and robots also struggle to handle irregular objects. One—nil to humans.

2. Creative intelligence. Frey and Osborne reference Margaret A Boden's *The Creative Mind: Myths and Mechanisms* when defining creativity as “the ability to come up with ideas or artefacts that are novel and valuable”. By this definition, ideas comprise concepts, poems, musical compositions, scientific theories, recipes and jokes, whereas artefacts are tangible objects including paintings, sculptures and machinery. The ability to create either requires a deep repository of knowledge and, while some creativity elements are simple to replicate using automation, the stumbling block is the ability to state creative value. The authors put this down to values being variable and suggest that arguments about creativity will stem from disagreements about value... stay with me

FEATURE



here. They propose that, even if it were possible to identify and encode human creative values, to enable a computer “to inform and monitor its own activities accordingly, there would still be disagreement about whether the computer appeared to be creative”. It’s a bit like a snake eating its own tail.

3. Social intelligence. This encompasses tasks that involve negotiation, persuasion and care. No chance of these traits being automated? Think again. Whole brain emulation will potentially unlock the secrets behind our innate ability to ‘shorthand’ messages to one another, lessening the need for complete articulation of a thought or response. It’s only a matter of decades away, according to the researchers. Once this happens, it’s anyone’s game — this is probably what Hawking and Gates were referring to when they warned the world.

Frey and Osborne developed a subset of variables that operate under each of these bottlenecks to further inform their research and implemented a range of measures to mitigate bias and to correct potential labelling errors. They ranked each of the occupations from least to most likely to be replaced by computerisation — and it’s good news for first-line supervisors of mechanics, installers and repairers, who rank second only to recreational therapists

as least likely to be replaced. Conversely, telemarketers are doomed — no surprises there, as it’s effectively already happened. In fact, based on the outlined bottlenecks, most rankings are as expected.

Entire industries will disappear

Self-proclaimed ‘futurist’ and TEDx speaker Thomas Frey suggests that by 2030, over 2 billion jobs will cease to exist — but this change will give rise to new opportunities. We may see less requirement for drivers, for example, but we’ll need automated traffic designers and architects, as well as emergency crews for when things go wrong. 3D printing output will replace traditional building materials, but printers will need to be serviced by someone.

Frey says highways designated for driverless cars only will be common in 2030, capable of accommodating 10–20 times the number of vehicles they can handle



Which jobs are most likely to be replaced and how far into the future are we talking?

today. He says, “As the transition is made to driverless vehicles, the number of vehicles sold to individuals will begin to decline and a growing percentage will be to large fleet operators offering the new ‘transportation on-demand’ service. In response to declining car sales, the automotive industry will adopt a ‘selling transportation’ model where, rather than selling cars to fleet operators, car companies will begin charging a nominal per-mile charge. Fleet operators will love the arrangement because there will be no large upfront purchase price, but instead, only a small monthly fee based on the number of miles driven.”

Where to next?

We’ve experienced massive change in the past — the Industrial Revolution, for example — but such change served to move people into other jobs. Widespread automation has the potential to lead to high unemployment levels, and economists are grappling with how to handle the shift. Options in the mix include decreasing working hours or implementing a universal basic income scheme, whereby citizens will be paid a uniform amount across the board.

We won’t really know the true impact till it happens, but it’s a fair bet that today’s students of mechatronics engineering will be well placed tomorrow.



SERVICE NETWORKS

FOR CONTRACTORS



Contractor Visibility & Control

Drive Visibility and Control of your Service Performance and Customer Satisfaction Across all Field Resources

- Track and compare contractor performance for **prioritized scheduling**
- Retain **real-time visibility** for each job
- **Record the service** provided for invoicing, tracking and future reference with the Proof-of-Service
- Provide a **consistent** customer experience

Follow ClickSoftware in the Cloud



www.clicksoftware.com



CHOOSING THE RIGHT MOBILE DEVICE

Wayne Harper, Senior Director, Technical,
Zebra Technologies ANZ



Mobile devices have become a key part of the field worker's toolkit. Being constantly connected to colleagues and customers means employees can carry out their work more efficiently and report back faster.

The decision to mobilise a workforce is a straightforward one. Mobile devices give an enterprise the ability to raise satisfaction levels among increasingly demanding customers, boost productivity and reduce costs through more streamlined processes.

It's the tougher choice that comes next. A mobile strategy has to have the actual devices at its core. But how does an organisation choose the right devices for its needs?

Zebra Technologies wanted to find out the considerations companies make when facing this question. IDG Connect on behalf of Zebra spoke to 125 businesses with more than 100 employees from ANZ and across the APAC region, who told us about their use of field mobility now and in the future. We've shared the findings in our 'Considerations in choosing handheld devices for mobile field workers in APAC' report.

The most important feature of a field mobility device among respondents was a smartphone-like touch screen. Some 74% wanted the familiarity and ease of use of a smartphone screen. So why not just equip field workers with a popular consumer mobile? Or get them to use their own?

BYOD requires employees to use their own mobile smartphones to run company apps or access company portals online. With the drive towards BYOD in many other sectors, organisations may well consider this option as a cost saver.

An alternative strategy is to purchase off-the-shelf smartphones but dedicate them to business use only, entirely managed by the company. There are certainly plenty of consumer-focused smartphones available today that offer entertainment and business functionality on tempting terms.

So what's stopping businesses from simply launching their mobile strategy with consumer handhelds? Respondents to our survey were well aware of the failings of consumer-grade devices versus enterprise-class solutions. When asked about issues surrounding off-the-shelf devices, 51% highlighted concerns surrounding security.

Data security is a huge concern for any organisation today, mobilised or not. Inside the enterprise, corporate firewalls do much to protect users and devices from viruses, malicious attacks and attempts to steal data.

On the move it can be a different story, especially if employees are using devices for both work and personal applications. It's therefore imperative that mobile solutions provide access controls that will protect the enterprise if the device falls into the wrong hands and against the growing tide of attacks and non-vetted applications that can compromise the security of data stored

on the device. That requires some level of centralised management. While some consumer smartphones do have options for antivirus and other protection, the organisation will have to consider carefully whether this is sufficient.

Physical robustness was the second most worrying concern around consumer smartphones, according to respondents. It was one of the top concerns in ANZ in particular. Mobile devices take a beating in the field. Drops to concrete, accidental spills, exposure to the elements and submergence under water are very real scenarios. Consumer-grade devices don't put up much of a fight.

Other common concerns were non-business use and the battery life. Field working devices require many more features than a standard consumer smartphone. Off the shelf is not up to the challenge. So what's the alternative?

To achieve increased productivity, efficiency and customer satisfaction levels, your mobile devices need to be able to support the work of your field team in the environments that they operate in. Managers are well advised to ensure they choose devices that provide the flexibility and resilience they need.

This can be achieved far more effectively with an enterprise-grade, purpose-built smartphone. Selecting this option will ensure that your device meets all the necessary business requirements and can save you money on add-on and replacement costs in the future, not to mention peace of mind that your data is secure.

I'M STILL AT MY
FIRST APPOINTMENT
...4 HOURS LATER



Navman Wireless is a unique GPS vehicle management solution that gives you the visibility needed to accurately manage your team and meet the expectations of your customers.

navmanwireless.co.nz





in the field

CLOUD, WHERE OPTIMISED WORKFORCE MANAGEMENT BELONGS

Kordia Solutions is a leading end-to-end Australian telecommunications, communications and broadcast service provider. The company deploys and maintains critical networks and infrastructure across Australia, employing engineers responsible for structural and network design, telecommunications and IP technology, as well as a mobile team of around 240 field service workers.

The field service team covers the expanse of Australia, carrying out installation and commissioning, as well as operations and maintenance — both reactive and planned. Much of the service activity is located in remote and rural areas and the workload fluctuates according to current project commitments.



Tony Lord is the National Projects Manager – Systems at Kordia. By his own admission, the company had specific and complex requirements to consider when identifying and implementing a suitable workforce management solution.

“We operate slightly differently from many service delivery companies in that we don’t segregate the work strictly by geographic region alone. We deal with many different types of customers and each network can comprise vastly different equipment. To that end, we can’t predict and anticipate the equipment and skillset that will be required on a job to the same level that other service delivery organisations can.

“Some companies have a standard set of equipment, require a fairly standardised set of technician competencies and it’s a matter of techs performing pretty much the same task day in, day out. Our situation isn’t unique by any means, but it is a very specific service delivery environment and it creates its own set of challenges,” says Lord.

Those challenges were front of mind when it came to finding a suitable workforce management solution and a number of software packages were evaluated. Kordia was keen to investigate cloud-based rather than on-premise solutions as part of an enterprise-wide strategic initiative.

“I think we’re now at a point where the benefits are recognised and the cloud is seen as a better option for a number of reasons. There are the obvious benefits, such as a decreased infrastructure burden and the ability to expense as an operational cost rather than a cap-ex outlay. It also means you move away from an expensive upgrade path encountered every time new features and functionality are implemented into the software,” he says.

In an industry where it’s hard to distinguish between competitor offerings, there are only so many levers that can be pulled to contain costs and keep prices down. Travel has historically been a substantial overhead for Kordia, which was a key driver for implementing a workforce management solution in the first place.

Lord says the old world use of spreadsheets to schedule technician time was fraught with problems.

“Using spreadsheets, it’s just about keeping people occupied. You don’t get to see who can do what and schedulers tend to monopolise some technicians for certain tasks. It’s all too task-oriented and tied to current skillsets. That doesn’t provide a path for up-skilling of technicians who may benefit from that process.

“Once we implemented the ClickSoftware solution, we gained invaluable insights into things like our demand cycle and training deficiencies, which enabled us to make changes to alleviate problems we weren’t even aware we had,” he says.

“As a technology company, we’ve had to make a conscious decision to move away from becoming software developers to meet our own needs. The transition from an on-premise workforce management solution to a cloud-based one is part of a larger enterprise-wide program.

“We are looking at the whole 360 degree workflow view, from estimation through initiation, execution and field. There’s such a high level of interoperability required and we’ve determined that finding best-of-breed products and combining them delivers a whole that is much greater than its parts.

“Successful integration between these systems means we’ve lessened guesswork and reduced admin. Using ClickSoftware and having access to information in real-time makes it possible to intervene as soon as we start to deviate from the plan. We can perform trend analysis because we see the bigger picture, rather than a set of isolated, individual cases. This means we can ask ourselves; is it our training? Is it our staff? Are we underestimating required hours or are there other real, deeper problems?

“It starts with fairly rudimentary analytics, but then you start to understand what else you can see and scrutinise. You realise you can assess productivity and performance at a much more granular level, which then begs certain questions, leads to new insights and still more questions. It gives a real sense of how the organisation actually works. It’s been quite transformational and has become influential in our business decision making,” says Lord.

The positive changes aren’t isolated to management. Lord attributes a noticeable shift in technician behaviour to system implementation.

“Everything’s visible and everyone’s accountable. The system tells a technician when they should be mobilised, they know how long the routing software estimates the journey will take — even with a jeopardy allowance. They know that inconsistencies will be logged and reported, so it’s inevitable that behaviours adapt as a result. That’s invaluable to any organisation — you can identify and reward top performers and equally pinpoint where there is room for improvement. It also removes the resentment often seen under the old system, whereby one guy perceived as



not pulling his weight still earned the same as a guy working his heart out. This levels the playing field,” he says.

Kordia is about halfway through the broad transition road map they set two years ago and Lord is a keen believer that it’s not just the tools you utilise, it’s the application of those tools.

“Many industries are becoming increasingly homogenised,” he says, “and it’s not uncommon for your competitors to utilise the same software products as you do. We are now at the point where the configuration of those products is what provides a company’s point of difference — it’s effectively become intellectual property in itself. Software has ceased to be a ‘product’ in the strictest sense of the word. We see it now as an enabler for informed business decisions and how companies choose to use it as having a huge influence on success.”

ClickSoftware Australia Pty Ltd
www.clicksoftware.com



AN UNEXPECTED BENEFIT



Field Service Business editor Dannielle Furness spoke with Visili Tsoutouras, Director at AllState Pest Control.

Field Service Business: Tell me a bit about AllState Pest Control.

Visili Tsoutouras: AllState is a family-owned business. Dad started the company in 1986 and I joined about 12 years ago. I started out as a technician, moved to office sales, then field sales, and eventually took on a management position and progressed to managing director.

FSB: Your background in the field must provide valuable insight when it comes to making business improvements.

VT: Absolutely. All successful pest control companies have someone at the top who understands the intricacies of the business. Naturally, you have to be able to manage people, but you also have to understand what happens out in the field, the challenges faced by the techs and what the impact is on everyone back in the office as well.

FSB: How many field staff do you have on the road and what is the geographic spread?

VT: We have a total of 18 technical field staff, as well as four sales field staff, who will follow up on quote requests and provide customer service. We have people on the road across South Australia.

FSB: What about the back office — how many are supporting the mobile team?

VT: We've got another seven staff, four of whom are directly supporting the team out on the road.

FSB: At what point did you realise that you needed to implement technology to streamline your processes, or to better manage the dynamic between the in-field and office teams?

VT: Day one, but I spent years researching it. I looked at programs developed specifically for the pest control industry, from local offerings to the US. All of them were about 70% there, but nothing quite hit the mark. It came down to small stuff — say, the ability to take two photos of a project when we required 15. Most of the products on the market were rigid and couldn't be adapted to meet our needs, or modifications were added to a list of potential future improvements, which may take years to come to fruition.

FSB: What helped you narrow down your requirements? Was it customer expectations or internal drivers, such as wanting to optimise service performance?

VT: Actually, it was a bit of everything. We needed to implement something that was all-encompassing. We didn't want three different platforms for each area of the business. Some of it was customer driven — particularly from the commercial sector.

Commercial customers expect pretty specific things, including trend analysis reporting, and they want online access to that type of information. Some industries are really

specific — such as the area of food safety and the corresponding auditing requirements. We see commercial as our biggest potential growth area. Equally, though, it was driven by internal needs. We only have so much control over pricing, so we need to find efficiencies within the business — wage costs keep increasing, so we needed to find ways of keeping other costs down. Obviously this is achieved through automating processes where possible and removing mundane, monotonous tasks — who wants to photocopy, scan and file in this day and age? The solution we eventually went with (MyFLO) either immediately addressed, or was easily adapted to fit, our needs.

FSB: What's the greatest challenge for your business moving forward?

VT: For our business it's wage pressure, above and beyond everything else. Of course we have other costs, such as chemicals and vehicle costs, etc, but the big one is wages.

FSB: How do you ensure staff churn remains low?

VT: We've never had an issue with staff — our people tend to be loyal. We have noticed, however, that implementing a new software solution has given our mobile team a sense of autonomy. They feel they have ownership and are able to benchmark themselves against their co-workers on things like customer feedback. At the same time, management has complete visibility. It's been an unexpected benefit.

FINALLY!
A FULL 3G

PLUG & PLAY GPS TRACKER

INTRODUCING THE

SX7

Special introductory
price of only
\$595*



*Price excludes GST

The SX7 Plug & Play GPS Tracker is a full 3G (Telstra Next G) device that plugs into the OBDII diagnostics port (found in the cabin of all post-2006 vehicles) and requires no install, making it easily transferable from vehicle to vehicle.

- ✓ No fixed contracts
- ✓ No install cost
- ✓ Free delivery



Get complete visibility over your fleet.

FIND OUT MORE AT:

1300 139 467 | simtrac.com



IS IT YOUR DUTY TO CARE?

As duty of care becomes a more prominent issue within Australia, it leaves fleet managers wondering how this fits into their daily operations and whether they are potentially exposed to OHS legislation.

Duty of care involves clarifying the safety processes and where responsibility lies to ensure they are upheld. Organisations have a duty of care to their employees and the public alike, which is enforced by various laws and regulations. Essentially, for fleet managers there are two components to duty of care. One is regarding the vehicles themselves and the other is regarding their drivers.

The procurement and maintenance processes have expectations around them that the best cars and parts are sourced/used for the vehicles in the fleet. This is all to ensure the duty of care to the drivers as well as other road users. There are expectations for the drivers that the

organisation has equipped them with the knowledge and skills necessary to safely operate the vehicle as well as having their deficiencies identified. This works to accurately flag high-risk drivers and allow for interventions to be put in place.

To successfully manage these expectations, fleet managers must have adequate visibility over their fleets to ensure that issues are dealt with in a timely matter and don't turn into larger, reactive problems.

A lack of visibility

There are a few key issues that have the tendency to turn into large problems for fleet managers if they are not dealt with correctly. Damage to pool vehicles and traffic infringements are relatively

straightforward issues when dealt with one on one, or with a small fleet, but when you begin to multiply them and imagine them expanding across a larger fleet, they can be a headache for fleet managers.

When working with a fleet, it is important to keep a record of damage or maintenance issues to vehicles and monitor the state of the car for a number of reasons, including insurance accountabilities and proactive maintenance. However, by having physical log books for all of this information, you run into issues around accuracy of information and visibility during the life of the vehicle.

This is also the case for traffic infringements. If a driver is accumulating multiple



don't have visibility of the state of the car during its life, the responsibility falls on the drivers to identify the issue and bring it to the attention of the managers, an unreliable method at best.

Clarity on duty of care

When people aren't clear about who is responsible, things tend to fall through the gaps. It's easier to say "that wasn't my responsibility" than take ownership for it. For fleet managers, you need to ensure that everyone involved is aware of expectations and responsibilities.

A regimented process ensures duty of care is effective within a fleet. A process for logging damage, maintenance issues and traffic infringements gives accountability where it's due and visibility to the fleet manager of the state of their fleet.

Implementing fleet management software is one way in which both responsibility and processes can be communicated and implemented. Electronic systems also help alert managers of any potential safety issues and provide a platform to communicate important information to their drivers. To be an effective system, input must be easy and not seem like a barrier. When processes become hard, the systems fail.

Empowering fleet management processes

By using an effective fleet management software package to address the major issues of duty of care, your organisation will gain two main benefits:

1. Reduced costs and improve resell values. The first is a reduction in the costs associated with a vehicle when the time comes to sell it. If the vehicle has been well maintained and any damage



By identifying high-risk drivers based on their damage and infringement history, you are able to put intervention strategies in place to improve the quality of their driving.

accounted for, fleet managers will be able to maximise the return on the vehicle at time of disposal.

2. Safer working environment.

Finally, and probably most importantly, it ensures a safer working environment for your employees. By identifying high-risk drivers based on their damage and infringement history, you are able to put intervention strategies in place to improve the quality of their driving, therefore increasing the safety for themselves and other road users. You are also able to identify vehicle issues that could potentially cause an accident.

By implementing fleet management software that incorporates inspection functions, electronic log books and a paperless defleeting process, you are able increase the level of efficiency for identifying deficiencies and discrepancies among vehicles and vehicle users, ultimately resulting in higher safety standards and increased value of vehicles when onselling.

Netresult Mobility
www.netresultmobility.com

infringements in a month, they are in a position to receive interventions to decrease this behaviour and educate them on proper driving etiquette. However, if there has been no record of who was driving a pool vehicle at the time of the incident, the company is forced to pay the corporate fine. When good systems are in place, this can be avoided, but a lack of visibility means that issues are allowed to continue with no repercussions for drivers for, potentially, years at a time.

When potential maintenance issues aren't identified, such as worn tyres, you risk larger issues, like a blown tyre, which could potentially cost the company more than a simple change of tyre would, especially if it causes an accident. When fleet managers



DRIVER ENGAGEMENT PLATFORM

MiX Telematics is strengthening its MiX SafeDrive solutions with the addition of MyMiX — an innovative driver engagement platform that further enables its customers to run safer and more efficient fleet operations. MyMiX gives drivers a tangible opportunity to own the important process of continuous improvement.

The platform runs on iOS and Android, and is available to customers with a MiX SafeDrive solution.

The app boasts a sleek, engaging and user-friendly interface. The performance dashboard provides a high-level snapshot of scores, rankings and related events.

Standard and Red Amber Green (RAG) scoring models provide daily and weekly score analyses, as well as six-month trends, which allow drivers to see how they rank compared to site and organisation averages.

The app also reports on driving events, including speeding and harsh braking, performance, fuel consumption and driver log-in activity.

By ensuring safe driving behaviour, fleet operators automatically facilitate driving habits that promote economical driving and subsequent fuel savings. Benefits therefore stretch from accident reductions to cost savings and overall business risk reduction.

MiX Telematics
www.mixtelematics.com.au

CUSTOM ALUMINIUM PLATFORMS

Alisafe custom access solutions are suitable when a standard platform is not sufficient and a new approach to access is required. They will work with clients to design and manufacture a custom product that will be fit for purpose and ensure a design not only meets requirements, but also the relevant Australian Standards.

Each custom platform is designed to specific specifications and a full set of design drawings is supplied for client approval, prior to production. As most custom platforms generally involve a degree of standard product redesign, the higher costs normally associated with custom manufacture are negated, delivering a cost-effective solution.

Alisafe Designed for Safety
www.alisafe.com.au

FIELD SERVICE MANAGEMENT SOFTWARE

NEXUS FS (Field Service) provides service businesses of any size an enterprise quality cloud-based field service management solution with a comprehensive mobile application that enables them to focus on what they do best: providing world-class service to their residential and commercial customers.

By fully mobilising on-site working processes, NEXUS FS benefits service businesses across the entire service delivery chain.

NEXUS FS provides the end-to-end field service management features required to execute any field service operation, including: customer work order management, mobile dispatching to field-based resources, real-time schedule monitoring through an interactive Gantt, timesheet reporting, location monitoring and reporting, asset and parts capabilities, mapping and geolocation reports, user-configurable maintenance, real-time analytics with the new Management Console interface.

ServicePower
www.servicepower.com





We're **Raising the Bar on Innovation**
with Our Latest Release



INTRODUCING

Astea Alliance Version 12.5

Complete Service Management and Mobile
Workforce Management Solution Suite

Astea is continually evolving our end-to-end field service management solutions to bring your organization new ways to **increase uptime, enhance productivity, and drive new revenues.**

Featuring a wealth of
enhancements in:



Customer Self-Service



Service Analytics



Scheduling Optimization...
and More!

VISIT US AT

Gartner
SYMPOSIUM ITXPO® 2015

to learn more about Astea Alliance v12.5!

October 26—29, 2015 | Gold Coast, Australia

Meet with our team at **Booth ET1** to see Astea's solutions in action firsthand.

www.astea.com

SCALABLE SOLUTION DELIVERS

Pindan Asset Management has implemented IFS Applications, taking just three months to do so, in order to support a mobile-enabled enterprise solution for a WA Housing Authority maintenance works and services contract. Several efficiencies have been achieved, with real-time visibility of work order status, automated invoicing, and the equipping of technicians with the right equipment at the right location to complete jobs within the SLA timeframe.

Pindan Asset Management is a new division created to support the expansion of Pindan and provide whole-of-life asset management and facility maintenance services.



Having won a tender to service and maintain the Housing Authority's 6000 houses across various regions in Western Australia, Pindan required a new system that was tightly integrated with the authority's ICT systems for complete visibility and real-time information.

Since its existing systems could not readily adopt the maintenance environment to support the contract, Pindan Asset Management went to market for an integrated asset management and facility maintenance solution with a tight implementation and go-live timeframe of three months.

"It was clear from the onset that IFS was the only vendor capable of meeting all our requirements. With a local team on the ground and excellent local reference sites, we had the confidence knowing that they could deliver," says Stephen Arndt, general manager, Pindan Asset Management.

IFS Applications was selected due to its leading functionality in supporting the complete asset life cycle with a strong mobile platform. IFS Applications' best-of-breed functionality also meets ISO 55001 — "a requirement for our business", says Arndt.

Servicing an area over 1 million km² with high-volume and low-cost transactions is no easy feat. Pindan required a strong mobile platform to ensure its service technicians can work anywhere, anytime. Equipped with mobile devices, technicians work in a completely paperless environment, accessing information shared between Pindan and the Housing Authority. Supported with the right equipment to service and repair the assets, staff can take photos and upload valuable information such as time spent, spare parts, purchase requisitions, expenses and service history to complete each work order.

"Our very first work order in IFS Applications took only 45 minutes to complete, which was highly impressive," says Arndt. "We required our service technicians to be equipped with an office and all the right tools in their van to meet the 150+ work orders a day without returning to base."

IFS Applications has enabled Pindan to employ an efficient lock-step process for each work order, standardising processes for capturing and sharing information across the business. It has forced technicians to be consistent and improved the accuracy and visibility of information to make executive decisions impacting the business.

"It has standardised and created huge efficiencies in the way we respond to a job and, most importantly, we can bill the Housing Authority immediately, which has a positive impact on cash flow."

With knowledge of what assets the technicians are repairing, staff can also accurately plan and carry the right spare parts.

At first, staff were reluctant to try a new system. "It took one month to convince our technicians of the benefits and now they just love it," says Arndt. Pindan has also enjoyed higher productivity through IFS Applications. "We are currently processing on average 4–5 work orders per person a day, and in 12 months' time, I foresee this being around 6–7 work orders a day through further efficiencies."

The system is also scalable, so it can grow with Pindan. "By having IFS Applications, we have secured another client and added another 400 houses to our portfolio to maintain — all without having to add additional resources," says Arndt.

IFS Australia
www.ifsworld.com/au

The Service Manager releases 'evolution' field service and logistics software

25 years' experience
revitalised with new
technology

Using our own
HP Helion Cloud Hosting
Data Centre

- New Lite, Pro, and Enterprise STARTER PACKS
- 24, 36, 48 months total cost of service subscription contracts
- All trades and service industries templated
- Priced to suit the customer's requirements
- Backed by nationwide technical sales and engineering support
- An Australian business focused on the SME market



THE SERVICE MANAGER

02 9690 3888

support@theservicemanager.com | sales@theservicemanager.com

mail@theservicemanager.com

Suite 2a, 199 Regent Street Redfern, Sydney, NSW 2016

www.theservicemanager.com

PRODUCT WATCH



SEMI-RUGGED NOTEPAD

Panasonic has expanded the Toughbook range of rugged solutions for mobile workers with the introduction of the semi-rugged CF-54 Windows Toughbook.

It is suitable for users involved in areas such as repairs and maintenance who spend time on the road as well as behind a desk. A semi-rugged device, the CF-54 is protected by magnesium plating on all four sides, full keyboard display area spill protection and a honeycomb-style bonnet to provide maximum impact protection.

The device can survive drops of up to 76 cm and comes with its own integrated carry handle. For long operational time on the road, it offers up to 11 h of battery life and up to 18 h with an optional hot-swappable second battery.

Panasonic Australia Pty Limited
www.panasonic.com.au

DISPOSABLE COVERALLS

The Pro-Val Hazguard VB coverall is made from breathable microporous fabric on the front, legs and arms. The vented blue back (down to waistline), the rear of the hood and the crotch are made from cooling SMS, providing increased ventilation and a high level of comfort.

Certified to Type 5 and Type 6 protection levels, these coveralls provide protection in a variety of applications including asbestos removal, pesticide and insecticide spraying, emergency services, veterinary, waste management and food processing.

The Hazguard VB coverall also has good abrasion and tear resistance; stitched seams; a two-way zip; fully elastic hood, waist and ankles and comfort cuffs. They are available in sizes ranging from medium to 3XL.

RCR International Pty Ltd
www.rcr.com.au



DOUBLE PROTECTION HEADSET



The Sensear Intrinsically Safe Double Protection Headset (IS-SDP) integrates communications capabilities into a hearing protection device designed for industrial environments.

The headset offers double hearing protection - both earmuffs and earplugs - as well as a boom microphone. It can connect with a variety of two-way radios, smartphones and other devices via Bluetooth or cables. It is designed to operate in extreme noise environments that require Class 1 Div 1 certification. Workers in these environments often require double hearing protection, but must also communicate with co-workers over two-way radio.

Combining earmuffs and earplugs hardwired into the headset allows workers to limit in-ear noise exposure to 82 dB, communicate over Bluetooth or two-way radio, and maintain 360° awareness.

The IS-SDP promises an up to 31 dB noise reduction rating, allows headset-to-headset communication at a range of 50 m and includes safety features including in-ear volume limiting. It uses a built-in lithium-ion rechargeable battery capable of providing around 12 h of talk time.

The headset uses Sensear's SENS technology, which combines speech enhancement with noise suppression to improve communication in noisy environments.

Sensear Pty Ltd
www.sensear.com




Respond more quickly, repair more efficiently and report in real-time with Baseplan Software Field Service Mobility

Stay mobile with the only true end-to-end software solution on the market.

www.baseplan.com

WHAT IS A SAFETY MANAGEMENT SYSTEM?

Stacey Wagner



The term 'safety management system' gets used a lot, but do you know what one is and what it can do for you and your business? Let's break it down.

A safety management system (SMS) is a process for managing risk. It is generally composed of policy, risk management, hazard management and training. A good system focuses on prevention and allows for decision making, knowledge sharing and promotion of safety through a culture of safety. Smart businesses have a plan for managing risk that is documented, implemented and operated daily that everyone has access to and allows for improvements. This is a safety management system.

As a business evolves, processes change. Therefore, a good safety management system should be able to evolve with the company; otherwise, it risks becoming obsolete. If a safety management system is simply a document or manual that exists

on a shelf, it is not an active part of the organisation and is unlikely to be used by employees. Ideally, a safety management system should be relevant to the organisation and document who is accountable, tasks to be completed and the timeline for completion. The ultimate goal is that the safety management system will have workers thinking about safety behaviour in the workplace as part of an overall culture of safety.

Can a safety management system be electronic?

Yes! In fact, most are. The two most important components of a safety management system are accountability and transparency. Accountability ensures people are assigned to tasks so they are actioned and completed on time. Transparency ensures information is shared openly and results

in responsibility. It can eliminate fear of reporting when data is shared openly without recourse. These elements can be difficult to achieve through a paper-based system. An online system will enable your safety management system to become a dynamic component of the business, not just a document repository, assisting in the capture of knowledge to assist new workers and manage process safety. The best systems are easy to use and simple to implement, with the ability to clearly document actions, responsibilities and due dates. A good system can promote a strong culture of safety throughout the business.

Am I required to have one?

It depends. Many businesses doing contract work are required to have a safety system. Regardless of size, contractors are required to document safety procedures



© iStockphoto.com/medlaphotos

tracked. Employees leave; processes and equipment change over time. Without a good safety management system in place, these changes could become problematic to document and update. Having an SMS also reduces accident frequency and severity while building an overall culture of safety and health.

An SMS captures knowledge from the business and delivers that information to the designated person at the designated time through workflow. Workflow also sets clear employee expectations; there is never any question of who is assigned which tasks. The knowledge gathered from across the business is stored for compliance and reporting purposes. Management decision making becomes easier with centralised data available for reporting. Traditionally, safety management has focused on analysing historical data trends to prevent future accidents. Dashboard reports enable the monitoring of leading indicators for vulnerabilities that could lead to incidents while still doing historical trend analysis.

outlining risk management processes for their business. Recently aviation, rail and marine industries have incorporated SMS requirements into their regulations as part of doing business in Australia, in accordance with best practice guidelines for the transportation industry.

What can having a safety management system do for me?

Safety management systems are about good decision making. A lack of injuries does not necessarily indicate good safety management. It could indicate good fortune and businesses cannot operate on luck for long. It's not as easy as implementing a system and becoming safe overnight; there is a human factor to consider. Incidents generally occur because lessons are forgotten and workers become complacent over time, especially if near misses are not

Having good data in a safety management system allows a company to take action on risks and operate safely and efficiently. The key is to get ahead of incidents through risk monitoring and analysis by relying on operational systems data. It allows for a shift from reactive to proactive in regards to safety, and ideally to a predictive stance in the future. This requires a shift in being able to move from quarterly, numbers-based thinking to long-term, investment-based thinking. It also relies on trusting the data in the system and acting upon it. This kind of safety management will allow a business to blend the goals of production and safety in order to avoid the next safety incident.

Does the data support that?

Companies tend to become complacent with the passage of time between incidents.



A good system can promote a strong culture of safety throughout the business.

Having access to safety data is crucial, as studies show that the majority of safety accidents results from non-routine activities, forgotten lessons, ignored history or failure to utilise near-miss data.

While limited studies exist regarding safety management systems, a literature review conducted on available studies and their outcomes found conclusive evidence that safety management systems improve overall safety and reduce incidents in high-risk industries. The studies found a correlation between safety performance, employee behaviour and reduced incident rate among the companies with a certified safety management system. In particular, when management commits to safety and communicates safety at an organisational level, attitudes shift throughout the company, affecting overall incident rates. An organisation that invests and commits to its safety management system can expect a positive return on safety.

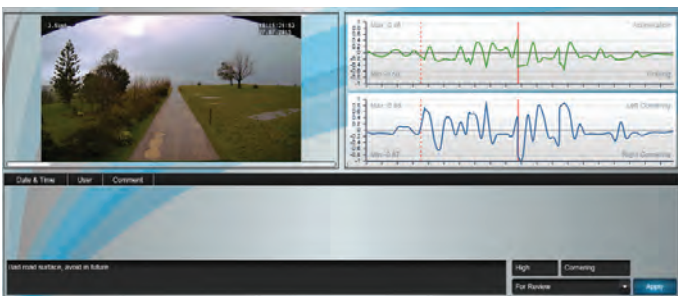
Having a safety management system helps a business to comply with legislative requirements, reduce the frequency of incidents, improve management of training requirements and build an overall culture of safety and health. Workers benefit because they know their obligations, have documented safety processes, have clear channels of reporting safety incidents and have an overall safer place to work.

MYOSH - Safety Management Software
www.myosh.com

VIDEO CAPTURE TELEMATICS

FleetSeek has added high-definition video capture capability to its offering, giving operators instant access to footage from anywhere in the world. GPS tracking capability is included within the same unit.

The telematics solution collects data including GPS tracking, live engine data, temperature monitoring, in-cab dispatch/communications, compliance solutions, RFID tagging and driver identification and hours.



Now with CAMTracker Live capability, high-definition video can be viewed in real time via the 3G network. The camera automatically sends footage to web and phone applications. The system turns itself on automatically when it senses a near miss or sudden braking event, but can also be manually initiated to record and send critical event data, which is useful if a driver wishes to record instances of traffic or capture footage to assist with accident reporting.

The hard-wired system with internal battery backup can record 40 h high-definition footage before it starts writing over the oldest data.

The 3G camera is mounted on an anti-glare window bracket and is temperature resistant up to 95°, due to 25 cooling fins. A second camera can also be added to enable live GPS tracking, speed reports, traffic updates, driver behaviour reporting, trip and stop reports, geo-fencing and maintenance reporting.

FleetSeek
www.fleetseek.com.au

PERSONAL BREATHALYSER

Andatech has released the Wingmate personal breathalyser. Featuring one-button operation and fast response times, all held together inside a slimline design, the Wingmate can be used anywhere, anytime.

A number of variables affect intoxication levels, including body weight and mass and the amount of food and alcohol consumed. BAC levels can vary greatly, even after the same amount of alcohol has been consumed, making it impossible to accurately determine inebriation without a personal breathalyser. The device offers an effective tool to protect the safety of the individual and others.

Andatech Breathalysers Pty Ltd
www.andatech.com.au

FUEL MANAGEMENT SYSTEM

Sapphire Lite is an entry-level fuel management terminal, offering security, control and online centralised reporting. Users can track every litre of fuel or fluid dispensed utilising contact-less technology for secure and controlled fuelling.

The Lite solution provides cost-effective fuel management with vehicle/driver and stock reporting via the secure MCS Connect website. The MCS Connect website is a business tool providing user-friendly reporting and reconciliation.

Access MCS Connect from any web enabled PC, tablet or smartphone eliminating the requirement for software installed on only one PC. Unlimited users have access to the MCS Connect website and complete control of who can access and modify transaction and stock data.

The terminal comes with standard and backup memory with capacity for 4000+ transactions, up to 250 users with contactless vehicle or driver tags, an override switch option for manual fuelling and an optional two-pump option.

Equipco
www.equipco.com.au





Service Bodies

YOUR FLEET & TRADE SOLUTION...



Contact us to discuss a custom body to suit your specific requirements.

Custom Service Body Specialists

MFI Service Bodies

120 North Road
Warragul VIC 3820

1800 613 537

sales@mfisb.com.au

www.mfiservicebodies.com.au

3 Year
100,000km
Warranty*

*Conditions Apply

STREETS AHEAD

Queensland-based Stonestreets Coaches has been providing specialised vehicles for tours, charters, schools and industry for more than 22 years. Run by Phil Stonestreet and his sister Beverley Mules, the company employs some 300 staff. Since 1993, the company has grown its fleet of three buses to over 240. Rapid growth of the fleet warranted the implementation of a fleet management solution that would enable them to better service existing clients and provide for further business opportunities.



Stonestreet believes one of the secrets of the company's success is being ready for any opportunity. "It's not just about being keen, you also have to be able to act quickly," he said. "It's a competitive market and there are plenty of other charter businesses actively chasing the same work. In order to compete in the project area as well as general charter, we needed to stay on game with high safety standards and appropriate driver training — as well as effectively control our costs."

In order to deliver industry best practice, Stonestreets started investigating solutions that would help measure factors including idle time and route optimisation. The solution was Navman Wireless.

Stonestreet said, "Navman Wireless had runs on the board and seemed like a company that would be there for the long term. We're able to use reports to track real-time driver behaviour and identify any driver training issues immediately — that allows us to put processes in place to manage drivers right away, which helps us set a high bar on standards."

Close to 95% of the vehicle fleet is now fitted with Navman Wireless fleet management technology, with more than 261 active devices fitted to vehicles, including trailers and cars.

Stonestreet highlights telematics as an essential component for any fleet business. He said that while being able to achieve better driver behaviour outcomes is the most important thing, there are other benefits. "If you don't have the right systems in place today, you won't get the job. Ensuring compliance and safety are the primary objectives, but Navman Wireless helps us use our telematics systems for a lot more. Driver behaviour ties to a lot of other aspects — idle time, vehicle speed, route management

or fatigue management; we can review and manage this on a daily, weekly or monthly basis. We can address issues with the client so they know they're meeting compliance requirements — it allows us to be proactive.

"The biggest challenges for a business like ours are ensuring ongoing compliance, making sure drivers are well trained and meeting client demands, all whilst controlling costs. Navman Wireless helps us achieve this," he said.

By deploying Navman Wireless across its fleet, Stonestreets Coaches has experienced benefits beyond initial expectation, which has really enabled the business.

"Stonestreets has worked with six different mining companies. All six have different IVMS requirements and we comply with every single one, through one system.

"Customer service-wise, Navman Wireless is invaluable. If someone calls looking for a bus, we can see what vehicles are on a route close by and provide them with the service they need — that's additional business for us. Also, because we operate several depots, we can easily locate vehicles and ensure they are where they're meant to be. The system allows us to be very proactive in our communication."

Stonestreets also used the Driver Scorecard for driver training and fatigue, which is beneficial for the company and the drivers. "It helps them manage their fatigue compliance as well as monitoring possible overspeeds," said Stonestreet.

Stonestreets is currently identifying strategic priorities for future development. With Navman Wireless's systems in place, Stonestreet said there's no opportunity the company couldn't take on.

Navman Wireless Australia
www.navmanwireless.com.au

Get Organised - Get Ridgeback



With 44 Service Body models in the Ridgeback range we can supply a Service Body to meet your trades needs.

Fixed • Lift Off • Trucks

- Our engineers and designers will help you find the right solution
- Australia Wide Sales & Support
- We fully support our products with a 3-year warranty and able to provide a complete range of spare parts.



Contact Details: **Head Office**
28-30 Quality Drive
Dandenong South
Victoria 3175

Freecall: 1300 131 574
P: 03 8791 7575
F: 03 9794 5681
W: www.ridgebackbodies.com.au
E: info@ridgebackbodies.com.au

PRODUCT WATCH



IN-VEHICLE VIDEO SURVEILLANCE CAMERA CONTROLLER

Aeon has released the entry-level fanless AEC-VS01 Box PC specially designed for IP Camera interfacing and control applications. Controlling cameras via the AEC-VS01 ensures security by continuously monitoring and marking events that occur throughout a transport route, making it suitable for schools, public transport and shipping companies.

The device is based on the Intel Atom D2550 processor multicore processor and provides an energy-efficient processing platform. It is equipped with one SODIMM socket supporting up to 4 GB of DDR3 800/1066 system memory, two Gigabit RJ-45 Ethernet ports plus four PoE (Power-Over-Ethernet) ports, four USB 2.0 ports, three RS-232 ports and one RS-232/422/485 port for communication. A 2.5" SATA 6.0 Gbps hard drive can be internally mounted for operating system and data storage while an internal CFast slot will support the next-generation Compact Flash storage cards. System expansion is also possible via an internal Mini-Card slot, allowing optional wireless LAN/Bluetooth or GPRS/3G interfaces to be installed. The product provides VGA video output for graphics displays.

The four PoE ports allow users to easily install IP cameras anywhere without the need for a local power source. This simplifies cable installation and reduces the total cost of video surveillance systems and their maintenance. Its compact size and vibration-resistant, rugged aluminium case make the unit suitable for vehicle installation.

Interworld Electronics and Computer Industries
www.ieci.com.au



Top Companies Trust ServiceMax

Only ServiceMax can transform your Field Service organization into a lean, mean profit-driving machine. Arm your field techs with mobile devices that give them the power of the entire organization behind them. Get amazing insights into all aspects of your service business. And best of all, make every customer a raving fan.

Read why ServiceMax has been named a Leader in the 2014 Gartner Magic Quadrant for Field Service Management.

↓ READ THE GARTNER MAGIC QUADRANT FIELD SERVICE MANAGEMENT REPORT*

Visit www.servicemax.com/magic

www.servicemax.com | [@ServiceMax](https://twitter.com/ServiceMax) | 1-800-756-4960

*Gartner "Magic Quadrant for Field Service Management" by William McNeill, Michael Maoz, Jason Wong, December 22, 2014.

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

ELEVATE YOUR FIELD SERVICE WITH SERVICEMAX



CONVERTING DATA INTO ACTIONABLE INTELLIGENCE

Field service automation, machine-to-machine (M2M) and Internet of Things (IoT) solutions are providing more data than ever before on technician efficiency, first-time fix rates, response times, parts usage and billing. But data alone isn't enough to act upon.

What's needed is insight gained from big data and analytics tools that convert this glut of data into actionable, real-time intelligence that can then be used to make faster, more informed decisions to drive service excellence.

The objectives are obvious: to utilise analytics to optimise customer satisfaction and service profitability.

Field service leaders are inundated with data. From location and telematics information generated by fleet management systems, to productivity and parts ordering statistics from the work order management systems, and now real-time equipment status data from M2M and IoT solutions, there is more information available than ever

before that can be used to better manage your operations.

The sheer volume of that data, though, can be one of the primary obstacles to using it effectively. Many organisations have become 'data rich, information poor' (DRIP) because they lack the tools that can turn those terabytes of information into actionable business intelligence for the service team.

That's where analytics tools play a major role. In Astea's latest white paper, 'Tapping the Power of Service Analytics', we provide best practice recommendations for service organisations that want to better leverage analytics solutions to take that raw data and use it to optimise resources, improve route and technician efficiency, and create predictive capabilities that can help companies anticipate future customer needs.

Executives need a real-time view of the service organisation's performance so that they can optimise the use of resources across the company. Without that type of data, and the tools to gain insight from the information, they struggle to meet ongoing and emerging demands. Making misinformed decisions could also lead to a failure to meet service-level agreement (SLA) requirements, or increased service delivery costs.

But according to Aberdeen's 'Service Analytics: Insight Into Field Performance 2014' report, just 68% of users at average firms are satisfied with the relevance of analytical capabilities to their job role.

By putting the right analytics tools in place, service companies can increase revenue, accelerate cash flow and reduce operating costs, as well as boost customer retention rates and SLA performance. Service managers can also better evaluate and track technician performance, create



Many organisations have become 'data rich, information poor'

effective incentive programs to reward top performers, and quickly intervene with training and other corrective action when problems arise.

Aberdeen has found that top performers in the service space have leveraged analytics by breaking down organisational information silos, providing self-service business intelligence tools to employees and providing analytical capabilities to more operational business functions. Data analytics isn't just a tool for managers; technicians, dispatchers and other staff can view data through user-friendly dashboards and act on the information.

Service companies can optimise routes and reduce fuel costs using GPS and fleet data. Service histories can be mined to evaluate the costs of each route, evaluate customer profitability and spot common equipment failures or misuse of the equipment. M2M and IoT information can help predict equipment failures before they happen, enabling a more proactive approach to service and opening up opportunities for new, revenue-generating, ongoing maintenance contracts. Performance data from the field can be used to match technicians to jobs based on their skill level.

Field service decision makers need real-time information to meet the needs of a dynamic service organisation. Is your organisation ready to harness the power of analytics to improve profitability and better serve your customers?

Astea International
www.astea.com

PRODUCT WATCH

FLEET MANAGEMENT APP

Toyota Fleet Management has released a comprehensive new web app to support drivers on the road as part of its ongoing quest to make fleet vehicle management easier for customers and drivers.

DriverDirect provides unique functionality with a simple user experience. The app uses the GPS location of a driver's phone to show the closest Toyota dealer for any servicing requirements, as well as the next petrol station.

DriverDirect makes it easier to record trips and expenses rather than using traditional, paper-based logbooks. Drivers can record their trip history manually, or by GPS, and publish logbooks in Excel or PDF format. Expenses such as fuel, insurance, maintenance, rego and tyres can easily be recorded and published using DriverDirect, and the app provides the option of adding a photograph of a receipt using the phone's camera.

It also provides drivers with a reminder when their driver's licence is approaching expiry, meaning there is one less thing to think about when getting on with their daily tasks.

The app is available for download from the Apple app store and Google Play.

Toyota Fleet Management
www.toyotafleetmanagement.com.au



Accelerate productivity, profitability and operations.

Proactively respond to customer demand: Keep up with and proactively respond to customer demand, inventory turnover and regulatory requirements with warehouse management solutions designed for warehouse operations and highly specialised supply chains.

Communicate with your drivers anytime, anywhere: Zebra's Fleet Management and Delivery Operation Solutions allow you to proactively maintain your fleet, track driver and vehicle performance, and ensure compliance mandates are being met.

Improve operational efficiency: Instantly track shipment contents, direct drivers to the next best dock, reduce idling and wait times, and improve turnaround times.

For more information visit
www.zebraapac.com/tnl



PRODUCT WATCH

INTELLIGENT TRUCK

Isuzu has released the N Series 'intelligent truck' designed with a suite of safety features and engineering technology for the light-duty truck market.

The series includes onboard technology that gathers information from sensors to detect and help correct an unexpected loss of control. Data from the sensors is continually fed to an electronic hydraulic control unit (EHCU). This data informs automated engine torque and braking reactions to bring a hazardous driving scenario back under control.

The series also contains Isuzu Electronic Stability Control (IESC), an intuitive and pre-emptive safety measure which works by constantly monitoring speed, brake performance, steering angle, suspension geometry and rotation angle. As the vehicle speed increases, the amount of side slip at the front tyre increases and the turning radius becomes larger. When EHCU detects side slip of the front tyres, it then applies the brakes on the outer wheels and inner drive wheel, while also instructing the engine to reduce torque.

The EHCU is described by the company as 'the brains' behind IESC and also works to control other preventive safety aids in the range. These safety features include anti-lock braking, electronic brake force distribution system, anti-slip regulator systems and boost assist when fitted and Hill Start Assist.

Isuzu Australia Limited
www.isuzu.com.au

Comprehensive Fleet Management

and **GPS Tracking Solutions**



FleetSeek **FEATURES**

- Advanced driver and vehicle performance management suite • Engine management interface
- Real-time 3G Camera • Safety reporting • Efficiency reporting • Emissions reporting (Co2)
- Vehicle modes and driver ID • Vehicle usage data • Asset tracking and theft protection
- Comprehensive In-cab screens incl. dispatch • Navigation and route optimisation
- Vehicle pre-check plus driver hours • Driver training • Trend analysis • Over speed reporting
- Live and historic temperature monitoring and reporting • Live vehicle tracking with historical trace
- Trailer tracking • Trip and stop reports • Geo fencing (site reporting)
- Live ODO and engine hour reading - *plus much more*

FleetSeek **BENEFITS**

- Real-time visibility of fleet • Reduced fuel and maintenance costs • Reduced communication costs
- Improved driving styles / less accidents • Improved productivity leading to increased revenues
- Improved customer services and response time • Increased customer loyalty
- Efficient temperature monitoring and reporting • Less paper work • OH&S benefits
- Fewer invoice discrepancies • Truck engine data reporting
- Better scheduling means more time for jobs • Theft protection



www.fleetseek.com.au

Ph: 1300 693 533 Email: info@fleetseek.com.au

Now with **INTEGRATED 3G
DRIVER / TELEMATICS CAM**



PAPERLESS PROGRESS

Established in 1988, Anaequip Medical provides quality products and services to all areas of health care including acute, aged care, allied health and laboratories. The company employs a professional service department that maintains and services a large range of equipment in the medical, chiropractic and veterinary industries.

Previously, the company completed a process of manual data input for each service and sale, which was time-consuming and subject to human error. As the industry changed, managing director Peter Herreen recognised the need for a robust digital solution that could automate servicing requirements, minimise a reliance on paper and report discrepancies or inventory errors in real time.

Anaequip Medical service technicians now use the tablets when completing inspections and servicing in the field. With access to the Pervidi paperless application, the technicians can be notified of scheduled parts replacements and electronically record the results of medical equipment servicing using manufacturer checklists, while taking into consideration relevant Australian Standards and feeding data back to the asset management database. The system also flags outlier and suspected false data for immediate correction.

By becoming more mobile, Anaequip Medical's technicians work more efficiently, utilising the features of the Samsung Galaxy Note devices to easily complete checklists, access reference manuals, capture defects and report in real time to clients.

"Previously, we had to carry large equipment manuals to each inspection site and take numerous data sheets and price lists to fill in, which could be lost along the way," said Herreen. "The Samsung Galaxy Note tablets, hosting the Pervidi paperless application, provide easy access to our electronic resources. The speech-to-text functionality also allows technicians to make their own notes on manuals and documents."



© iStockphoto.com/George tsartlandis

"We saw an opportunity to become as paperless as possible with the advances in technology, which would in turn speed up our overall workflow and allow us to better service our clients," said Herreen.

"We started working with Tech4Biz in 2006 to move our data and analysis systems across to Pervidi Software — paired with a PDA (personal digital assistance) application that automated the process of data entry and reporting with a paperless inspection solution," he said.

"When Pervidi became available on the Android operating platform, we were keen to upgrade to tablets. We were looking for a mobile device that would be easy to use, offer more features and allow for memory expansion to enable us to complete inspections with all necessary resources at hand and in a more efficient manner. The Samsung Galaxy Note tablet met all our criteria."

"Going paperless has been a huge success for us. We've had great feedback from all our staff about the ease of using the tablets and how we are now all synced together. By linking calendars as well, we all know each other's location and can respond to callouts in a much more efficient way."

Into 2016 and beyond, the company is looking to continue its move into digital. "At Anaequip Medical, we are always searching for ways to remain ahead of the game. We want to continue to do our job well and be the best at what we do. By becoming as paperless as possible over the next few years, we're looking forward to continuing to increase our workforce efficiency," said Herreen.

Techs4Biz
www.pervidi.com.au



MANAGING FLEET SAFETY

OBLIGATIONS, OPTIONS AND OPPORTUNITIES

When it comes to managing the safety of a mobile workforce, it often surprises business owners and managers just how much control and influence can be gained over the safety of staff in vehicles.

Often people are not aware of the extent of their obligations and how simple it can be to avoid unnecessary risk.

In the past, the best an employer could do was to provide a safe, well-maintained vehicle and send drivers off with a “take care out there” hoping for the best. Nowadays, advances in technology, driver training, driver aids and safety equipment have given employers a range of affordable tools to improve safety on the road. Factory-standard features have made vehicles easier and safer to drive, but how can you build on that and why should you?

Why should you invest in fleet safety?

Aside from the obvious moral and ethical reasons, there are legal and financial benefits and the opportunity to reduce environmental impact.

According to the *Workplace Health and Safety Act 2011*, to properly manage exposure to risks, you must:

- identify workplace hazards
- determine who might be harmed and how
- decide on control measures
- put controls in place
- review the controls regularly

Since 2011, the vehicle has been recognised under the Act, as a workplace, so the above points all apply to a mobile workforce as well. Failure to identify and control those hazards risks heavy fines and even imprisonment. This not only applies to directors, but to anyone found responsible for neglect within the chain of responsibility.

Aside from legal requirements, an investment in fleet safety provides a surprisingly obvious return on investment. The implementation of a fleet management system,

such as simTRAC GPS Fleet Management, is an obvious display of due diligence when it comes to fleet and staff safety.

By knowing the location of employees and having access to detailed alerts and reports on how vehicles are being used, field service managers will meet the majority of legal requirements. Additionally, users reap the additional benefits of reductions in wear and tear, fuel use and timesheet discrepancies, which equates to increased productivity, and improved customer service and brand reputation.

Reducing unnecessary mileage, harsh vehicle use, speeding and idling better serves the environment.

Managing fleet safety

Taking steps to meet both moral and legal obligations will deliver returns. This starts with an audit of the existing fleet to identify vehicles in need of replacement,



ways to manage this: from basic calendars, spreadsheets and paper-based systems to more advanced tools including mobile apps, desktop software, cloud software and outsourcing to fleet management companies.

Don't leave vehicle inspections solely to drivers. Enforce a policy of prestart safety inspections, sharing the responsibility across the whole team, and remember it must have control measures.

Driver monitoring

The safest vehicle available is useless if the driver is a leadfoot, throwing the vehicle into corners, stomping on the brakes, using unsafe routes and exceeding safe driving hours. These behaviours drastically increase the likelihood of an accident. Short of putting a manager in the passenger seat, how do you monitor driver behaviour and correct bad habits?

Creating a 'driver safety culture' is much easier when you implement a fleet management system. It's the next best thing to having someone physically monitor mobile teams. Most good systems will provide regular updates of the vehicle's status and location.

Monitored and reportable stats should include:

- driving
- parked
- idling
- direction
- speed
- the ability to define alerts and set up reports

Systems such as simTRAC include a fully integrated Maintenance Manager. The hardware features built-in sensors for harsh braking, cornering and acceleration, as well as events like rollover. Good quality hardware will allow the addition of other inputs such as a duress button, driver ID



Don't leave vehicle inspections solely to drivers.

tag readers and sensors for 4WDs, seatbelts or the handbrake.

The point of driver monitoring is to reward the best drivers and educate the rest and this carrot and stick approach is what creates a driver safety culture.

Monitoring drivers needn't mean sitting in front of a PC all day. Being able to set up alerts for speeding and harsh vehicle use should include tolerance settings, meaning the user is only alerted in the case of more dangerous violations, not transgressions at the lower end of the scale.

Dangerous violations require immediate action. In terms of analysis, it is important to run a mixture of reports and consider the distances each driver covers. For example, a driver travelling 1000 km per week with 10 exceptions is better than one driver 100 km with five exceptions.

Solutions such as simTRAC take valuable data and turn it into Driver Score Cards, which allow quick identification of top and bottom performers to enable reward and re-education. The outcome is a team of safer and more economical drivers.

In addition, it's important to speak regularly with the GPS provider to ensure that the system is being used in a way that facilitates the best results and that any new available features are implemented.

simPRO Software
www.simPRO.com.au

in order of priority. When purchasing new vehicles, those offering the highest levels of protection and driver safety aids should be identified. The easiest way to assess this is via a recognised safety rating system, such as ANCAP.

An ANCAP rating of four or five stars provides drivers with a reasonable level of safety, so three stars or fewer should be left off the shopping list.

Additional equipment and features to consider:

- first aid kit
- fire extinguisher
- vehicle with 4WD technology
- satellite phone
- duress button
- roll bars
- snake bite kit

Ensure vehicles are well maintained and regularly inspected. There are a number of

PRODUCT WATCH

MOBILE DIGITAL VIDEO RECORDER

Securatrak has announced the latest mobile digital video recorder integration available for fleet management solutions - the Zone Defender Plus Digital Video Recorder (DVR).

Using the Zone Defender Plus with the MyGeotab Fleet Management platform, users can report on driving exceptions and also see what was happening at that exact time from within and outside the vehicle.

In addition to reports being provided on driving incidents such as speeding, harsh braking and impact, Zone Defender Plus will video bookmark these events allowing for complete review of the incidents.

This gives users a complete visual record understanding of what has occurred, rather simply providing data from which to make assumptions regarding driver behaviour. The video can then be used for coaching to encourage safe driving and improve driver behaviour.

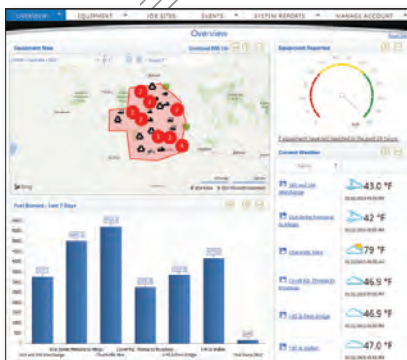
The Zone Defender Plus DVR also provides protection for drivers, particularly when it comes to dealing with accident forensics, fraudulent events or even reviewing a dangerous situation.

Easy download via Wi-Fi to the MyGeotab means all reporting and video needs are located in one convenient reporting portal. Reviewing visual imagery and telematics data simultaneously not only allows fleet managers to provide further driver education, but will also assist the driver when an incident or accident is outside of their control. The technology not only assists fleet and OHS managers in their roles, but it also has the potential to reduce insurance expenses and defend employees from false accident claims.

Securatrak
www.securatrak.com.au

TELEMATICS SOLUTION

Navman Wireless has announced the availability of Qtanium Connect, a consolidated telematics portal specifically designed for the management of mixed equipment fleets in a range of industries including construction, resources and mining.



This industry-first solution, which complies with the AEMP Telematics Data Standard, provides one-stop fleet-wide visibility without adding third-party hardware to machines that already have factory-installed original equipment manufacturer (OEM) telematics. It also supports the integration of data into the enterprise office system for broader business use, providing reliable data to help reduce inefficiencies and increase productivity in a single application.

Using Qtanium Connect, fleet operators can request data access credentials from each OEM represented in their fleet in a single portal. Data from each reporting source is securely transmitted to operators' servers and then aggregated for use in Qtanium Connect's widgets, dashboards, maps and reports.

The information Qtanium Connect makes available includes in-depth jobsite analysis like fuel burn, asset utilisation and engine management, work tool tracking, engine data reports, preventive maintenance schedules and beyond. Related information such as machine inspection data and photographs of machine damage can be imported into the system for further data consolidation. Other value-added features include the ability to sort reports by OEM, analyse data by machine category and click to access real-time weather reporting from each jobsite to help fleet managers and equipment rental companies quickly ascertain the reason for low real-time utilisation rates.

The Qtanium Connect portal can integrate with all types of tracked equipment from generators and lighting towers to heavy construction vehicles and machinery.

Navman Wireless Australia
www.navmanwireless.com.au

Quick Survey Just Ahead

What's happening in YOUR industry?
Where are the opportunities and hurdles?

Help us to stay on top of the rapidly changing field service market by contributing to our *Field Service Business* reader survey.

As survey participants, you can enter the draw to win a mixed case of premium wines and receive the top-line summary of the findings that will help you benchmark yourselves against your peers.



Have your say in 5 minutes at
<https://goo.gl/vqyAYI>





**Business
goes
better
with
AusFleet.**

Online fleet software that manages your fleet, workshop, inventory & hire to help comply with chain of responsibilities & OH&S policies.



from
\$300
per month

www.ausfleet.net
(02) 9986 2800

PRODUCT WATCH

DUAL-, KING- OR SINGLE-CAB UTE

Nissan has announced the Australian release of the NP300 Navara. The NP300 will be available in four grades: DX, RX, ST and ST-X, and offered in 27 variants including choices in: drive (four-wheel and rear-wheel), cabin (dual, king and single), chassis (pick-up utility and cab chassis), engine (twin-turbo diesel, turbo diesel and petrol) and transmission (six-speed manual and seven-speed automatic).

The new Navara offers the efficiency, performance and durability that pick-up buyers need, as well as premium ride and interior comfort. Maximum breaked towing capacity for the NP300 is 3500 kg across the diesel variants and 1588 kg for the petrol version. Maximum payload ranges between 880 and 1112 kilograms, depending on the variant specification.

The dual-cab pick-up models are on sale from May 2015. The single-cab (cab chassis), king-cab (pick-up utility and cab chassis) and dual-cab (cab chassis) grades will be available from Q3 this calendar year.

Nissan Motor Co (Aust) Pty Ltd
www.nissan.com.au



FIELD SERVICE MANAGEMENT SOFTWARE

FieldAware's cloud-based field service management software is designed to provide end-to-end management of a company's field service operations.

The system includes capabilities for work order management, scheduling and dispatch, invoicing, quotes and related functionality.

Users can access customer information including assets and existing service contracts from any location, schedule work orders and track these orders and technicians in real time. Once a work order is scheduled, FieldAware automatically alerts the technician of the new job via native iOS or Android mobile apps.

The technician can view details including the customer location, the task and parts associated with the work, the service history of a customer's equipment and manuals or schematics associated with the work.

When the job is complete, the technician can update the work order status even when no network is present. The app can also be used to capture a customer's signature as proof that the work is complete and send an invoice to back-office accounting or CRM systems.

FieldAware said the software can also be used to optimise inventory levels in trucks and at the warehouse, and to generate dashboards and reports detailing a company's field service operations. The company asserts that the FieldAware software can improve productivity and revenue generation by 20%, boost customer retention by 30% and accelerate cash flow by 300%.

FieldAware
www.fieldaware.com



WORKPLACE ROAD SAFETY GUIDE

A BILATERAL APPROACH TO ORGANISATIONAL ROAD SAFETY IN AUSTRALIA AND NEW ZEALAND

Corporate and organisational fleet and road safety is of strong interest to government and government agencies in Australia and New Zealand.

It has been identified that there is great opportunity to engage and assist organisations and corporations in the delivery of road safety and road safety measures to achieve nationally significant road-related trauma reductions.

When the National Road Safety Partnership Program guide was published there was little in the way of robust information or support for those organisations that are wishing to adopt road safety within their places of employment, supply chain and/or community. It should be noted that internationally this is now slowly changing as some governments and non-government organisations take

a greater interest in work-related road safety. Due to the identified gap in available resources and support, particularly materials that have an Australian and New Zealand focus, it was recommended that a practical organisational road safety guide be produced; hence the development of this information and supporting webinar.

The webinar covers the main elements and chapters within the guide, providing opportunity for participants to give feedback, as well as a platform from which questions can be raised and discussed among peers and the three authors of the guide.

According to Hugh MacKay, a well-known and respected psychologist, social



A high proportion of road-related trauma is linked to work. If we wish to change behaviour, we must modify the environment.

researcher and writer, “If we wish to change behaviour, we must modify the environment in which the behaviour occurs, so the changed conditions point to and reinforce the desired behaviour. Mere ‘messages’ alone won’t work.”

Overview of the guide

Statistics show that within Australia and New Zealand a high proportion of road-related trauma is linked to work-related purposes. It should be noted that this trauma is relevant to more than vehicle use although the majority is driving related. It also includes motorcycles, cycling and pedestrian road-related trauma. Therefore, organisations large and small have an opportunity and obligation to share the responsibility to mitigate the risk of road trauma both locally and at a national level.

The primary audience of the guide is work-related road safety practitioners who are looking for guidance on ‘how’ to address the (small or medium or large) organisation’s road safety challenges and opportunities. Each chapter provides some key building blocks to assist in directing organisations to key considerations such as, start out simple and then build complexity; managing to legal requirements is a sound starting point even though it may be far from achieving a safe system approach to road safety. The guide also provides chapter summaries at the start of each chapter for senior management use, providing enough information to ensure that questions are asked across strategic management and the operational functions

within an organisation’s road safety-related management and risk mitigation processes.

The guide provides assistance to the user covering five key topic areas presented as individual chapters:

- Chapter one explores a range of commonly identified work-related road safety issues that impact on work-related road safety within organisational settings.
- Chapter two provides an overview of the safe system approach to road safety and assists the reader in better understanding some of the complexities and the inter-relationship of key road safety elements.
- Chapter three outlines various practical considerations and opportunities to assist in incorporating and adopting a safe system approach within a work setting.
- Chapter four encourages organisations to consider reviewing their management system capacity to address work-related road safety within an organisation. This is a key step in determining the current position and requires changes to the management system to improve future road safety performance. In particular, it provides a framework which organisations can use that is consistent with World Bank - Country Capacity Review Guidelines and the ISO 39001 Standard.
- Chapter five considers the process of auditing, monitoring and evaluation required for continuous improvement.

Ultimately, road safety, both within an organisation and in the community environment, requires leadership, support and willingness to act. In applying this approach to the guide, it has been designed to be non-specific to any industry sector and usable for small or large organisations (public or private), and engaging for senior executives and the personnel on the ground responsible for its implementation. Therefore, the guide is based on methodology and principles so that it can be applicable in a scalable way to the greatest number of public and private organisations while providing enough detail and ‘how to’ advice to enable organisations to generate their own solutions to road safety issues. It is intended to be applicable to the small enterprise that is concerned about its one or two employees and wanting to ensure that the organisation is doing all it can to mitigate the risks of road use. The guide is also targeted to the other extreme of a multinational organisation undertaking a significant expansion project with thousands of employees and contractors and delivering a massive impact on the local and regional road transport system.

A full copy of the Workplace Safety Guide can be downloaded as a free resource from: Australian Road Safety Partnership Program (www.nrspp.org.au) or New Zealand Fleet Safety Programme (www.fleetsafety.govt.nz).

National Road Safety Partnership Program
www.nrspp.org.au

PRODUCT WATCH

MOBILE PRINTERS

Zebra Technologies' RW Series and iMZ Series lines of mobile printers are custom built for on-the-go applications including field services.

The Zebra RW (Road Warrior) series is designed to operate in harsh outdoor environments. The rugged design can withstand extreme temperatures and weather conditions.

The devices are IP54-certified for resistance to water and dust and damage resistant for drops of up to 1.8 m to concrete. The RW series comes with a choice of wireless connectivity modules, including 802.11b/g Wi-Fi, Bluetooth 2.0 or both.

Each device weighs under 1 kg and comes with optional accessories including a vehicle-mounted cradle and vehicle charger. Zebra's iMZ printers are designed to serve as companion devices for any mobile receipt printing application. The printers support Bluetooth connectivity to all the major mobile platforms - Android, iOS, Windows Mobile and Blackberry - as well as Windows devices.

The iMZ printers weigh 340 g and are designed to be worn via a belt clip or shoulder strap. Besides Bluetooth, the iMZ series printers also include USB client connectivity and optional Wi-Fi support.

The devices come with 128 MB of Flash memory to store downloadable programs, receipt formats, fonts and graphics. The iMZ series supports both horizontal and vertical printing.

Field service operators can use Zebra's range of mobile printers to provide customers with documented records of a quoted estimate for service, parts and warranty, and then to print a payment receipt once the job is done.

Zebra Technologies
www.zebraapac.com/tnl

IMPROVE PRODUCTIVITY

- ✓ **SCHEDULE** jobs immediately in the cloud.
- ✓ **DISPATCH** jobs immediately to the mobile app.
- ✓ **INVOICE** immediately when the job is complete.

PLUS simplified quoting, inventory management, accounting integration and reporting.

Call us on 1800 835 117 or visit www.fleetmatics.com.au/work



TALK FROM THE TOP

The connected vehicle is no longer simply an exciting concept. The fact is that it is here and it is set to change the way field technicians work forever.

While telematics has given us the opportunity to fully understand the vehicle, the connected vehicle allows us to essentially 'plug' our field engineer into that network, giving them access to pretty much everything they could need from their office network while on the road.

For those that get the set-up right to streamline their working practices, this could lead to huge increases in both efficiency for the company and a better work-life balance for our engineers — which, in turn, leads to greater staff retention.

Of course the challenge now is, how do we get it right? While the array of technology now available for our commercial vehicles is impressive, it can also be daunting, overwhelming and confusing.

Field service companies want their engineers to transition from vehicle to worksite as seamlessly as possible. They want their engineers to be able to take full advantage of the full functionality of a connected vehicle.

Some companies operating in specific verticals may need to provide a paper document to prove they have serviced a specific device. In that case, a printer in the van makes perfect sense. However, another company may be completely free, so a printer makes no sense.

While this is a rather obvious example, the fact is that both of these companies need to build the functionality of their connected vehicle around their specific workflows. What works for one will not work for another.

Considering this, it seems like there is a gap in the market for the emergence of an 'app store for the telematics industry', which makes it easy for field service operators to download apps and software that suits their specific needs. Therefore, the challenge has been laid for industry leaders in telematics to continue pushing the boundaries by working with developers and forging partnerships that enable the continued progress of technological solutions.

Change is coming quickly and we must be ready to adapt.

Irvin Gray is Senior Manager Social Media, Tom Tom Telematics. He has over 15 years' experience in B2B marketing with technology companies and is still looking for innovative ways to listen to the market, create excellent relationships, promote engagement and deliver exceptional value.



A.B.N. 22 152 305 336

www.westwick-farrow.com.au

Head Office:

Cnr. Fox Valley Road & Kiole Street,
(Locked Bag 1289) Wairoa NSW 2076 Australia
Ph: +61 2 9487 2700 Fax: +61 2 9489 1265

Editor: Dannielle Furness

fsb@westwick-farrow.com.au

Chief Editor: Janette Woodhouse

Publisher: Geoff Hird

Associate Publisher: Glenn Silburn

Art Director/Production Manager: Julie Wright

Art/Production: Tanya Barac, Colleen Sam

Circulation Manager: Lora Tomova

circulation@westwick-farrow.com.au

Copy Control: Mitchie Mullins

copy@westwick-farrow.com.au

Advertising Sales:

Glenn Silburn

Ph: 0422 931 499

gsilburn@westwick-farrow.com.au

Mike Woodcock

Ph 0411 969 248

mwoodcock@westwick-farrow.com.au

Salim Charania

Ph 0421 116 421

scharania@westwick-farrow.com.au

If you have any queries regarding our privacy policy please email privacy@westwick-farrow.com.au



March 2015 Total CAB

Total Circulation 4,707

Subscriptions:

For unregistered readers - price on application

ISSN 2203-5915

PP100019520

Printed and bound by Dynamite Printing

NOTICE:

All material published in this magazine is published in good faith and every care is taken to accurately relay information provided to us. Readers are advised by the publishers to ensure that all necessary safety devices and precautions are installed and safe working procedures adopted before the use of any equipment found or purchased through the information we provide. Further, all performance criteria was provided by the representative company concerned and any dispute should be referred to them.

Information indicating that products are made in Australia or New Zealand is supplied by the source company. Westwick Farrow P/L does not quantify the amount of local content or the accuracy of the statement made by the source.



REGISTER
TODAY FOR
YOUR

FREE SUBSCRIPTION

If you live in Australia[†] and your job title matches those on this form, we will deliver you 4 complimentary issues a year!

FOUR QUICK WAYS TO REGISTER

- + WWW.FIELDSERVICEBUSINESS.COM.AU/SUBSCRIBE
- + EMAIL.CIRCULATION@WESTWICK-FARROW.COM.AU
- + FAX THIS COMPLETED FORM TO (02) 9489 1265
- + MAIL THIS COMPLETED FORM TO LOCKED BAG 1289 WAHROONGA NSW 2076

Wrapper number:
(if known)

--	--	--	--	--	--

*All fields required to subscribe to your FREE magazine

NAME*

JOB TITLE*

ORGANISATION NAME*

ADDRESS*

POSTCODE*

COUNTRY*

PHONE CONTACT* WORK

MOBILE

EMAIL*

SIGNATURE*

DATE*

TO COMPLETE YOUR FREE SUBSCRIPTION PLEASE TICK ONE BOX ONLY IN EACH OF THE THREE SECTIONS TO THE RIGHT ➤

PRIVACY POLICY AVAILABLE ONLINE AT WWW.FIELDSERVICEBUSINESS.COM.AU/PRIVACY

OPTIONS

I WOULD LIKE TO RECEIVE THIS MAGAZINE DIGITAL PRINT BOTH

I WOULD ALSO LIKE TO RECEIVE THE *FIELD SERVICE BUSINESS* E-NEWSLETTER

JOB FUNCTION

(please tick one only)

- Management - Director/C-level
- Management - Specialist
- Business Owner
- Comms Tech/Engineer
- Consultant
- Contractor/Tradesperson
- Education/Training
- Engineer - Electrical
- Engineer - Process
- Engineer - Project
- Purchasing/Procurement
- Sales/Marketing
- Technician - IT
- Technician - Maintenance/Service

INDUSTRY

(please tick one only)

- Building/Construction
- Cleaning
- Communications Systems
- Consulting/Contracting
- Defence/Military
- Education/Training
- Electrical
- Emergency Services/Law Enforcement/Security
- Engineering Services
- Environmental Services
- Finance/Banking/Insurance/Legal
- Government
- Health/Medical
- HVAC/Refrigeration
- Information Technology
- Instrumentalities (eg CSIRO)
- Landscaping
- Logistics/Transport/Warehouse
- Manufacturing
- Mining
- Oil/Gas/Coal
- Pest Control
- Plumbing
- Retail/Wholesale/Hire
- Service/Maintenance
- Telecommunication
- Utilities

COMPANY SIZE

(please tick one only)

- Under 100
- 100 - 250
- 251 - 500
- Over 500

[†] For industry professionals outside Australia, the digital magazine and eNewsletters are available FREE of charge. If you would like the print magazine, contact circulation@westwick-farrow.com.au for subscription prices in your region.

1500kg payload on a car licence!



SBA SERVICE BODIES AUSTRALIA

with the **CityPro™ 200 NLR**



The ultimate handy and compact city runabout with an impressive 1500kg of payload on a car licence

When a medium sized load of tools and materials is a daily necessity but space is at a premium down narrow city streets, the solution is the CityPro™ 200 NLR.

Park comfortably in loading zones, driveways and car parks and enjoy easy access to all the day's equipment. Its narrow 1770mm cab and 1500kg payload drivable on a car licence mean it's a champion inner city work vehicle. It can even access many inner city car parks (cab height 2155mm).

Equip your team with a truck that can carry three personnel, handle heavy loads, yet is still nimble enough to cope with the challenges of inner city manoeuvres. When a 1-tonne ute is not enough but a 3-tonne truck would be overkill, this is the service body that will meet your needs completely.

CityPro™ 200 NLR standard features:

- 1500kg of payload on a car licence
- 2500 litres of lockable storage space with strong adjustable shelving
- Narrowest 1770mm cab width
- Up to 2.5-tonne towing capacity
- Seats driver and 2 passengers
- Gutsy Isuzu 3L engine
- Ergonomically designed for safety, practicality and convenience
- Optimal driver visibility
- Slam-shut paddle handle locks with 2-stage rotary latching
- Strong, double skin doors with inner pockets
- 4-stage pretreatment/powder coat finish
- Designed & engineered to comply with local & federal OH&S

CityPro™ 200 NLR optional extras:

- Central locking integrated with Isuzu cab key
- Integrated bumper/rear step/crow bar compartment
- Door ajar alarm
- LED lighting in compartments
- Jump start receptacle
- Switch panel in cab for work lamps and beacons
- Genuine Isuzu reversing camera to media system
- 24V dual battery system
- 2.5T tow bar with 7-pin plug
- 24V to 12V reducer
- Electric brake controller
- Load rated tie down points in centre aisle
- Alloy light bar, amber beacons and work lights

www.servicebody.com.au
info@servicebody.com.au

CityPro™	200 NLR Service Truck On a car licence	Isuzu NLR200 1500kg payload
	200 Light Service Truck On a car licence	Isuzu NPR200 800kg payload
UrbanPro™	275 Service Truck On a light rigid licence	Isuzu NPR275 1800kg payload
	300 4x4 Line Truck Tough 4x4 for regional sites	Isuzu NPS300 ≈2400kg payload
	300C 4x4 Mechanic Truck with Crane Crane-fitted all-in-one 4x4	Isuzu NPS300 ≈2000kg payload
	400 Heavy Duty Service Truck Substantial, genuine heavy duty	Isuzu NPR400 3000kg payload

Call 1300 855 899