



“Leading edge technology”
“Dispatch”
“GPS & AVL”
“Wireless Communication”

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Net-Dispatch

“Net-Dispatch Suite” is a set of software applications designed and focused to provide the best possible dispatch solution in the industry. The modular design approach improves performance, stability and scalability.

Net-Dispatch:

is the main application designed to handle all your dispatch needs. “Net-Dispatch” was carefully designed and with the most flexible configurations to allow the same software to be setup for use with voice based dispatch systems, one-way paging systems or with fully computerized dispatch systems.

Page-MON:

When implementation cost is an issue, PAGE-MON offers the least expensive way to enhance the dispatch operations without having to invest in a complete computerized dispatch system. This module works in the background monitoring the dispatch operation and delivering the dispatched orders to the drivers using one-way paging devices or SMS Messaging. Most importantly that no additional steps are required by the dispatcher.

Net-Track:

is a mapping software used to provide the dispatcher with the necessary tools needed to locate the exact location of the vehicles in the field. Net-Track also provides the operator with the tools needed to provide address to address pricing.

Web-Book:

is a real-time web based online booking system. Orders placed by your customers on the web instantly reach the Net-Dispatch database without directly exposing your system. This provides the most efficient and secure method for real-time web booking.

Payment Manager:

This module is used to provide the means to authorize card-based payments. After swiping a card (Credit Card/Account Card) at the MDT mounted in the vehicle, the MDT checks with the Transaction-Manager for available credit. The authorization number is sent back to the MDT and the proper receipt is generated. The software keeps a log of all transactions to allow the management team to generate reports quickly and accurately when the driver shows up to cash his/her receipts.

Net-Cashier:

is all what you need for drivers cash-in and customers invoicing. “Net-Cashier” also provides you with the tools to schedule car and plate rentals and automatically add in applicable charges for dispatch dues.



Call-Taking

With the help of our "CID-Sever", customer's information will be displayed on your screen as soon as you answer the call.

Net-Dispatch:

Net-Dispatch interfaces to your phone system to allow you to take advantage of the caller id information presented by the phone-company. Order taking is simplified. Answer the incoming call and most of the order-taking job is done by the system. As soon as you lift up the receiver to answer an incoming call, the customer information (phone number, name, street address information and zone) is displayed on the screen. Enter the destination and the job is complete. This has the benefit of reducing personnel requirements and mistakes during order taking.

Scheduled Rides:



To schedule a ride for a later pickup, the operator will take down the ride information, as he/she would usually do. Just before the ride needs to be dispatched, the ride information is sent automatically to the dispatcher screen.

Reoccurring Rides

Reoccurring rides (like school runs, etc..), are no longer a problem. No need to worry about forgetting to dispatch your reoccurring rides. Net-Dispatch offers an easy solution to the problem: Take down the ride information (source and destination) as you would usually do. Click the Schedule button on the operator form, a new window opens allowing the operator to enter: Start Date
End Date
Run Time
Select the days of the week when the ride needs to be dispatched.
Close this window and forget about this ride, the system will do the rest.

Detecting Recalls:

The system will automatically detect recalls and inform the operator by displaying the previously matching order information. This prevents the operator from booking the same ride twice

Wakeup Calls:

Place wakeup calls for customers scheduled for pickup at early morning hours. Wakeup calls can be automatically dialed via the Auto Attendant or set as a reminder to popup on your screen in time.



Auto Call Taking

Automatic call taking is available using our Web-Booking or Auto Attendant systems

Web-Book:

is a real-time secure web booking system. Orders placed on the web pass through a secure server which in turn routes the orders to an on site validation station. Information received, must pass the complete verification and validation process before it can reach its destination. A 2-way communication tunnel is created between the web server and the validation station. Unlike traditional online systems, this unique approach allows your customers to place orders directly into the Net-Dispatch without exposing your database and customer records to the web and associated threats.



Auto Attendant

The "Auto Attendant" integrates to your existing telephone switch or can be used with a stand alone Voice Over IP system allowing the caller to place an order for a cab without having to talk to a live operator.

The "Auto Attendant" utilize the caller ID information presented by the phone company to search the Net-Dispatch database for the last order matching the presented phone number. The last order information is played back to the caller followed by a prompt to confirm if they need to be picked up at the same location. At this point the caller can choose to place the call or transfer to an operator.

The "Auto Attendant" can be activated on your main number or anyother number you choose to provide for repeat customers and account holders

More Features:

1. Speeds up call taking
2. Reduces mistakes
3. Provides a tool to place an order for physically challenged people, or people with language problems
4. Never tired and always in a good mood
5. Reduces operation overhead
6. Increase call count in busy time (less abandoned calls)
7. Quick return on investment



Net-Track

"Net-Track", is a powerful real time vehicle tracking system designed to support small, medium and large fleet sizes

Vehicle Tracking:



Net-Track can be used as a stand alone vehicle tracking system as well as an extension to your dispatch system. Together with the GPS devices installed in your fleet, Net-Track helps you gain control over your operation. The simplified user interface, requires minimal training.

Routing & Estimates



Helps support your drivers, by provide them with turn by turn driving directions.
Helps support your dispatch system by providing accurate address-to-address rates.
Simply configure your meter parameters in, and the job is done

More Features:



1. Fast & Accurate Geo-Fencing
2. Support Closest Vehicle Dispatch
3. Visual Status Indicators Meter ON/OFF
4. Reduce Recalls by Verifying Driver's Location
5. Link to the Web for Streets View
6. Enhance Driver's Safety
7. Replay Vehicle History



Your customer can choose to place an order using one of the methods below



Web



Call Taker



Auto Attendant



Calls feed into the Dispatch Server

GPS



Dispatch Server uses GPS information to locate the best suitable vehicle

Net-Track



Cell Tower



Information sent via private or public data networks

Radio Tower



Real Time wireless communications



Vehicle Dispatched, while being tracked in Real Time

