

Case Study – CoPilot Live Route Optimisation Helps GRITIT Field Operatives Arrive On Site, On Time

Company Overview

Incorporated in 2004, GRITIT is the UK market leader in the field of Winter Risk Management, providing gritting and snow clearance services 24/7 to a broad range of businesses including local authorities, public and private health providers and to both large and small enterprises.

With access to the latest online weather forecasting services and operating out of 92 strategically positioned regional depots, GRITIT ensures that safe access at its customers' premises is maintained in advance and during adverse weather conditions.

In a typical winter, it is likely that the company will carry out an average of 100,000 service visits across the UK mainland and Northern Ireland.

GRITIT's mobile work force increases to some 350 operators with a fleet of 250 vehicles at the height of the winter season.

The Challenge

Working across five regions, the core business is driven by the provision of preventative, proactive gritting and snow clearance services.

GRITIT's customers in the Utilities sector includes one of the UK's largest water companies which has requirements beyond the winter maintenance services of its own corporate premises.

Working on behalf of the water company, GRITIT has a dedicated operator team that provides a response and repair service for

pipe damage and water leak repair. Servicing multiple sites, a primary business requirement is for operators to work within a specific time window between 6PM and 6AM.

CoPilot® Live™ satellite navigation software is helping GRITIT operators meet this critical business need.

Previously, drivers relied on a combination of paper mapping or in some cases, their own Personal Navigation Devices (PNDs) for direction between scheduled service visits.

With some operators visiting up to 30 sites per shift – and more in the case of the water maintenance operators, it became apparent that a coherent approach to satellite navigation would be beneficial to the business.

The Solution

Now, all operators are issued with a HTC smartphone incorporating line-of-business software linking to Nimbus, GRITIT's Cloud-based proprietary management system, as well as CoPilot Live satellite navigation.

As Jonathan Petsch, Operations Manager at GRITIT describes:

“We decided to standardise our approach to navigation provision by issuing all of our operators with the same application.

CoPilot Live has proved particularly useful for our water maintenance team as the location for repair can be at any point within a wide geographical area.



In these cases, the route optimisation within CoPilot Live helps the operator manage the order of their appointments.”

Equipped with a HTC smartphone, GRITIT operators can now download their schedule, locate their service visits through CoPilot Live and use the device to record their arrival and departure times.

Principally for the benefit of GRITIT's clients, vehicle-based automated tracking and location Geo-fencing also records driver movements, providing a failsafe method of recording operator on-site timings.

The Benefits

Originally based on proprietary software, Microsoft® Dynamics CRM, Nimbus has been extensively developed as a unique platform on which GRITIT has integrated all of its business critical applications.

Through Nimbus, operators receive their job schedules direct onto their smartphone, also equipped with CoPilot Live.

Removing the need for issuing operators with a separate PND but providing familiar to use visual and turn-by-turn audio instructions, CoPilot Live

GRITIT™
WINTER RISK MANAGEMENT

CoPILOT® LIVE™
Professional

The Company

Incorporated in 2004 GRITIT specialise in Winter Risk Management on behalf of companies in the private and public sectors

The Requirement

A single device operators can use both for recording of work and navigation

The Solution

Smartphone capable of downloading a schedule of work, recording arrival/departure times and with built-in GPS for use with a satellite navigation application

CoPilot Live is helping GRIT operators optimise routing between stops and helping reduce the company carbon footprint in line with current ISO guidelines

The Technology

- CoPilot® Live™ Satellite Navigation
- Nimbus – A cloud-based integrated proprietary management and reporting suite based on Microsoft Dynamics CRM

The Hardware

- HTC Smartphones running Microsoft Windows Mobile 6.5

Implementation size

- 350

is available as an on smartphone guide for operators new to a schedule, or conducting site visits outside of their regular pattern.

The water company operators' routines are more dynamic in that they do not have a schedule of regular, pre-assigned properties to administer, making navigation more of an essential requirement.

Service Record and Customer Satisfaction

In GRITIT's latest customer satisfaction survey, 99.2% of customers reported their satisfaction with the service they receive from GRITIT.

In its busiest year to date, of 110,000 service visits GRITIT successfully completed 99.98% of which 99.99% were incident free.

Managing Director, Nikki Singh-Barmi comments "The performance, integration and accuracy of our systems is of paramount importance to the consistency of service that we provide to our customers. We remove margin for error which in turn keeps our customers' sites safe and operational –GRITIT strives to work with the best suppliers to produce the best results. Working with CoPilot Live helps us to do that.



Managing Environmental Impact

In 2011, GRITIT was the UK's 37th* fastest growing company and with further expansion planned, GRIT IT remains committed to minimising the environmental impact of its field operatives.

As evidence of this commitment, CoPilot Live routing optimisation is helping the company reduce both out of route mileage and its carbon footprint in line with current ISO guidelines.



*The Virgin Sunday Times Fast Track

For further information, on
CoPilot Live Professional go to
www.copilotlive.com/professional
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