Dear Reader,

A common challenge many have inquired and requested assistance with is: 'How can I efficiently consolidate my various field applications to improve and streamline my mobile operations?' Well, we call this the Silo-Application Syndrome. I shared this in a previous newsletter, but thought it would be fitting to clarify how MCC resolves this challenge...

Are your challenged with Silo-Application Syndrome (SAS)...utilizing 5 independent solutions to manage 5 applications?

The 5 core business applications that today's mobile service organizations need to effectively run their operations include:

1. **Service-Order Automation** – Real time wireless digital forms configured to deliver your unique business logic driving the field data collection process. No errors, delays or lost data.
2. **GPS/AVL** – Asset tracking and finding closest resources with breadcrumb playback. Constant visibility.
3. **Vehicle Telemetry** – Significant reduction in fuel expense, driver scorecard ratings, engine alert notification and a robust preventative maintenance program. Vehicle and driver performance and management tools.
4. **Routing & Scheduling Optimization** – Dynamic scheduling and dispatch solution. Supporting your operational resources and emergency service constraints. Superior, accurate service commitment.
5. **Business Reports and Dashboards** – At a glance operational dashboards and reporting capabilities providing an almost intuitive snapshot of the business' health, supporting any area of the fleet.

Companies need to introduce applications that are designed to be "stitched" together. If independent applications from different vendors cannot be effectively integrated you will inevitably be challenged with a Silo-Application Syndrome nightmare. The shortfall is inefficient use of capital, long term payback and costly integration projects.

MCC has simplified the program with our M-LINX™ suite. We support a modular approach allowing you to introduce application as required. The major difference...our enterprise solution is fully integrated within modules; right out of the box.

Key data is available at a glance from our dashboard or through our consolidated business intelligence reports. The M-LINX™ Schedule Live portal dynamically illustrates activities as they occur in the field.

As a solution integrator, it's our responsibility to ensure your systems work for your business; avoid the SAS!

As always, I welcome all questions, comments and the opportunity to discuss how we can help your service or rental operations.

Sincerely,

Mike

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