



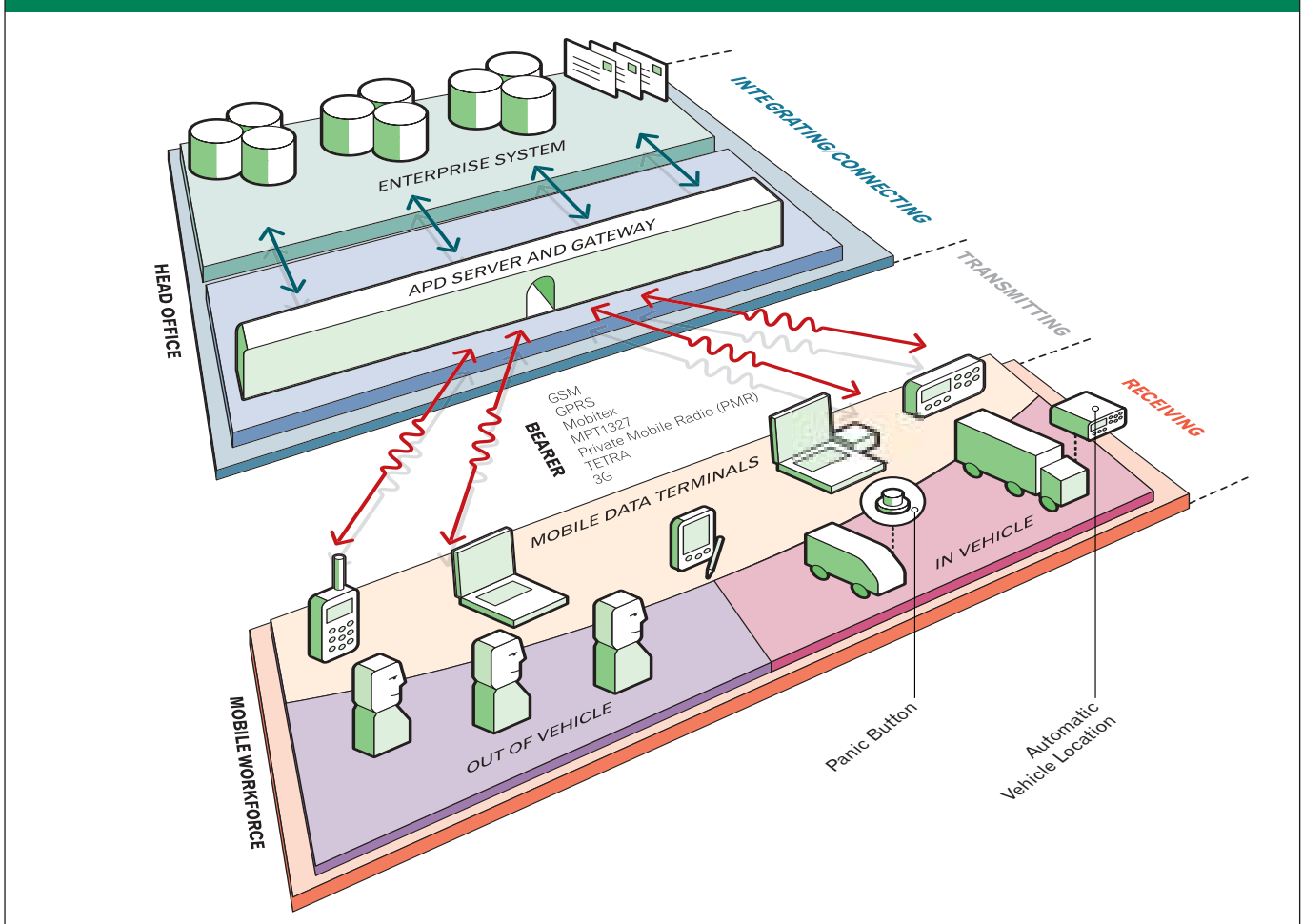
APD COMMUNICATIONS – MOBILE INFORMATION SPECIALIST PROVIDING PROVEN SOLUTIONS TO FIELD SERVICE ORGANISATIONS.

APD Communications has earned its reputation by offering a strong understanding of both technology and working practices, enabling field service organisations to move towards a better, safer and more efficient working environment. Indeed, we have been delivering proven mobile solutions and real-time applications for nearly 20 years, enabling our customers to streamline working practices, improve response times, reduce unnecessary manual processes and increase profits.

APD's solutions comprise:

- Co-Ordinator, the **Automatic Vehicle Location Control Room** solution providing accurate, real-time resource location and mapping for incident management.
- APD's **Mobile Information Platform** incorporating a suite of applications specifically designed to meet the operational needs of field service organisations and integrating seamlessly with existing applications. Indeed, our solutions are bearer and device-independent, supporting client hardware that ranges from ruggedised mobile data terminals to Personal Digital Assistants (PDAs) or handportable radios. Whatever the device, *in or out of the vehicle*, APD's expertise is applied to make applications as easy to use as possible.

APD'S MOBILE INFORMATION SOLUTION ARCHITECTURE



MOBILE INFORMATION SOLUTIONS

In-vehicle applications

APD delivers a comprehensive range of secure in-vehicle applications, allowing your mobile workforce to carry out their jobs more effectively.

- **Access to critical information on the move**

With an in-vehicle Mobile Data Terminal, your mobile workforce can send and receive information such as customer and site details, itineraries, job assignments and email messages in real-time. This means head office personnel are freed from manually inputting paper-based information, such as meter readings, time sheets and status of jobs. In addition, workers and head office personnel can communicate more easily by using free-text or preformatted messages.

Your mobile workforce can check availability of parts at the point of need and order components for delivery to specific locations.

- **Vehicle location and tracking**

Using INCA, APD's GPS-enabled solution, position and status are updated in real-time and driving history can be recorded. Asset management is improved by utilising the geofence facility, which alerts the head office should a vehicle leave or enter a designated area or deviate from a predefined route. Cargo security is improved with automatic alarm buttons, remote locking and rapid vehicle location in emergencies. Panic alarms, both in the form of an in vehicle button and personal pendant, offer enhanced workforce safety and peace of mind to lone workers.

Personal applications

Handhelds and PDAs are revolutionising the way in which mobile workers perform their jobs. Access to all critical information is also available on a range of handheld devices - sending instructions to field workers, confirming service delivery to close down jobs and issuing authorisation to carry out additional work while an employee is still on site.

BENEFITS

- Improved HQ communication
- Reduced paperwork and manual processes
- Reduced voice traffic and potential congestion
- Fully informed decisions can be made on the spot
- Improved responsiveness
- More efficient despatch and faster incident response
- Enhanced workforce safety
- More hours spend on the road and less time at the office completing paperwork
- More efficient customer communication
- Improved asset security



CONTROL ROOM SOLUTIONS

Co-ordinator

Co-Ordinator is a comprehensive management reporting application. By analysing all the events and information recorded by INCA, Co-Ordinator allows you to despatch the nearest resource to a job or prove position and status in case of investigation. Reports on performance can be created so management can analyse patterns and increase the accuracy of forecasts and plans. Time spent on site can be monitored automatically for export to enterprise systems such as payroll and invoicing.

BENEFITS

- Delays eliminated in deploying mobile workers in an emergency.
- Increased accuracy of forecasts and plans
- Enhanced management of payroll and invoicing
- Proof of correct driving practice
- Ability to respond rapidly to changing circumstances
- Improved job despatch

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