

Loqus Solutions and Scania sign a long term contract

Scania has signed a long term contract with Loqus for the sale and distribution of Loqus' cutting edge job dispatching product – DispatchIT. Loqus has been implementing DispatchIT for roadside assistance since 2002 and now has major recovery fleets operating using DispatchIT in the UK, Italy and France.

Scania Assistance provides a global service that allows drivers and operators to call Scania at any time of the day or night and request help from the centre's professionals. Scania uses DispatchIT to rapidly deploy a service vehicle, with the right parts and tools, from any of their service centres worldwide. A unique and innovative functionality within DispatchIT is its automatic job allocation engine that schedules jobs dynamically – optimizing routes, making use of postcodes, job addresses, SLAs and historical field positions to offer the most efficient route for the successful completion of a set of jobs. Once deployed the service technicians uses DispatchIT to navigate to the breakdown site - at the same time DispatchIT is providing full visibility to the assistance centre and the local operations of the recovery vehicle's position and status.

On site, DispatchIT manages the complete job's life-cycle, automating routine workflow, and eliminating any labour-intensive tasks. Scania technicians out on the field, and managers in Scania's back offices, are able to electronically and in real time compile information about the vehicles being serviced, maintained, or repaired, having full visibility on the vehicle details, customer details, financial arrangements and work carried out. DispatchIT also monitors the safety of lone workers and manages communication with the service technicians.

Loqus' DispatchIT stores and processes all the data related to the vehicle and job performance, generating reports that are a meaningful tool within day to day operations, and have impact on the business decision making. Analyzing the real-time positions on screen, monitoring benchmarks for the customers' SLAs, receiving mileage reports, optimizing routes, all, make a contribution to Scania's business.

The products have been designed with customers in mind using the latest technology to increase the efficiency of the clients' operations. Whether it knows when the next delivery is or simply finding the closest technician; DispatchIT empowers Scania to help it improve its functionality; ultimately driving down cost, increase efficiency and raise customer satisfaction.

'Together with Scania, we have customised our product DispatchIT to map Scania's business requirements. Our product supports all aspects of job allocation, helping Scania's team save on operating costs. This has been a great partnership to date and following a number of years of successful operation in the UK, signing this long term contract clearly shows the commitment to constant growth and innovation that both Scania and Loqus have.' said Roland Scerri, Deputy Group CEO of Loqus.

"Scania Assistance values the potential of improved efficiency and customer satisfaction that working with DispatchIT will give" says Marie Sjödin Enström, Managing Director, Scania Assistance.

Scania is one of the world's leading manufacturers of trucks and buses for heavy transport applications. Scania employs 32,000 people and operates in around 100 countries.

Loqus Solutions is a 100% owned subsidiary of the Loqus Group, a Maltese PLC with offices in the UK, Italy, Libya and Malta. Loqus has implemented solutions covering over 10,000 vehicles worldwide. Loqus' major fleet customers include Express Trailers in Malta; Euro Carparts, Ontime and Geopost in the UK; ACI and Artoni in Italy and Scania in Sweden.

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