

# Presentation to APSE

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# The Challenges facing Highways Maintenance contracts

- Multiple existing legacy systems
- Different systems between client and contractor
  - Need to maximise use of all resources
- Multiple and varied paper records make effective management of information arduous and labour intensive
- Increasing legislative demands mean more efficient systems are needed

## Increasing Legislation and Litigation

- The need for all councils to have an asset management program
- The need for councils to make information available freely
- The need for councils to hold information electronically
- Increasingly litigious times – increasing numbers of claims against councils and their contractors

# The In Touch Solution

- A integrated suite of solutions
- Completely modular – use only the parts you need
- ‘Middleware’ – designed to feed existing council and contractor systems
- Web based – instant access from anywhere for anyone, no costly licensing fees
- Designed specifically for the highways maintenance industry
- All in one package – software, hardware, support, data hosting and installation all covered by monthly lease cost

# The In Touch Integrated Suite of Solutions

Asset Collection

Winter Maintenance

Gully Collection

Roadmarking

Works Orders

In Touch Tracking

SMS Messaging

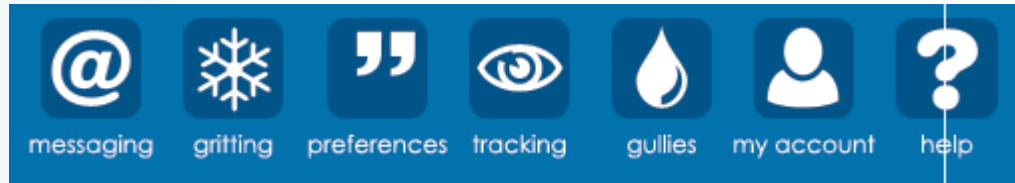
Grass Cutting

Street Sweeping

Hand Arm Vibration

Camera System

# The In Touch Suite of Solutions



- Systems to cover all aspects of highways maintenance
  - Tracking
  - Winter Maintenance
  - Gully Cleaning
  - Grass Cutting
  - Street Sweeping (in development)
  - SMS messaging
  - Asset collection
  - Works Orders
  - Works Orders for Roadmarking
  - HAV
  - Camera systems
  - Push to talk radio over GPRS network

- One point of access to all systems, configured to show the information you need

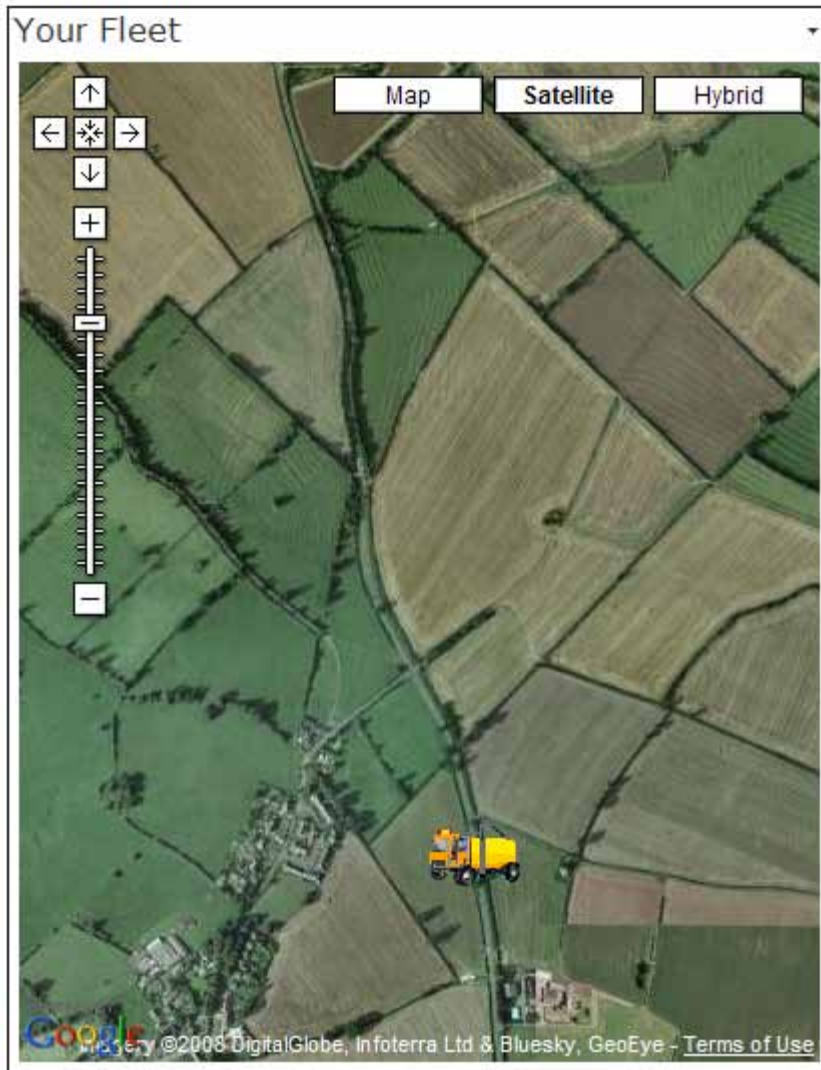
The screenshot shows the In Touch Tracking dashboard. At the top, there is a navigation bar with the 'intouch' logo and several icons for messaging, gritting, preferences, tracking, gullies, and my account. Below the navigation bar, a welcome message reads: 'Welcome back warwicksupport@intouch-ltd.com - Warwick 30/09/2008 21:43:50'. The main content area is titled 'Dashboard' and includes a link to 'Click here to load the latest data.' There are three main sections: 'Moving Vehicles', 'Recently Created Reports', and 'Gully Totals'. The 'Gully Totals' section contains a table with the following data:

Gully Totals	
Total Gullies	27067
Clean & Running	22274
Blocked	3414
Jammed	239
Broken	332
Blocked & Cleaned	8
Obstructed	800

To the right of the dashboard is a 'Your Fleet' map showing a geographical area around Coventry. A pop-up window for vehicle R874 FHS is displayed, providing the following information: 'Travelling South East', 'On 10 Southam Rd, Dunchurch', 'At a speed of 7 MPH', and 'On Jun 10 2008 8:17AM'. The map includes navigation controls and a 'change layer' button.



# The In Touch Vehicle Tracking



- Vehicle location plotted at whatever interval you need – from 5 seconds to 2 minutes
- Information updated to the web every 2 minutes



Your Report

warwicksupport@intouch-ltd.com (Carillion Highways - Warwick)

**Overspeed Report**

**Reporting On**

All Journeys between 17 June 2008 00:00 and 17 June 2008 23:59  
Covering KX05 UXU at 40mph

**Journeys exceeding 40mph**

Vehicle	Driver	Summary	Idle Time Mins	Journey Started	Travel Time
KX05 UXU		<a href="#">Clifford Road, Stratford-upon-avon to 4 Hall Close, Stoneleigh</a>	0	17/06/08 05:39	01:27
KX05 UXU		<a href="#">Vicarage Road, Coventry to B4100, Gaydon</a>	0	17/06/08 11:24	01:11
KX05 UXU		<a href="#">B4100, Gaydon to Clifford Road, Stratford-upon-avon</a>	0	17/06/08 12:46	00:43
			0		03:21

Report run 17 June 2008 13:50

- Powerful reporting tool gives you all the information needed to manage your vehicles
  - Overspeed, geofence, daily activity reports etc

**Toggle Parameters**

Define your report parameters

**Timeframe**

Exact Month  Relative  Date Range

Exact : Jun 2008 ▼

**Vehicles**

Vehicle : All ▼

**Drivers**

Driver : All ▼

**Gully**

Status : All ▼

Street :

Town : Studley

Postcode :

**Show Report**

- Interrogate the data through simple yet powerful reporting tool.
- Compare this year/last year, this month/last month
- Export data out of system easily in variety of formats – csv, PDF, Excel etc.
- Data stays live

# In Touch Gully Solution

- A web based system – allows interrogation of data from anywhere for anyone with no costly licensing fees
- Give access to the people who need it

Welcome back  
warwicksupport@intouch-ltd.com  
W

Logout

Messaging Dashboard **gritting** preferences gullies tracking my account

**In Touch**

In Touch > Gullies  
3.0.0.3 Help

## Find Gullies

Use this section to search for gullies and check on their status.

Enter a full or partial Street name, Postcode, or vehicle registration number into the 'Search for a Gully' box, then specify a data range within which the gullies were last checked and click Search.

To search for all gullies over a date range enter 'All' in the 'Search for a Gully' box and specify a data range within which the gullies were last checked.

Search for a Gully :

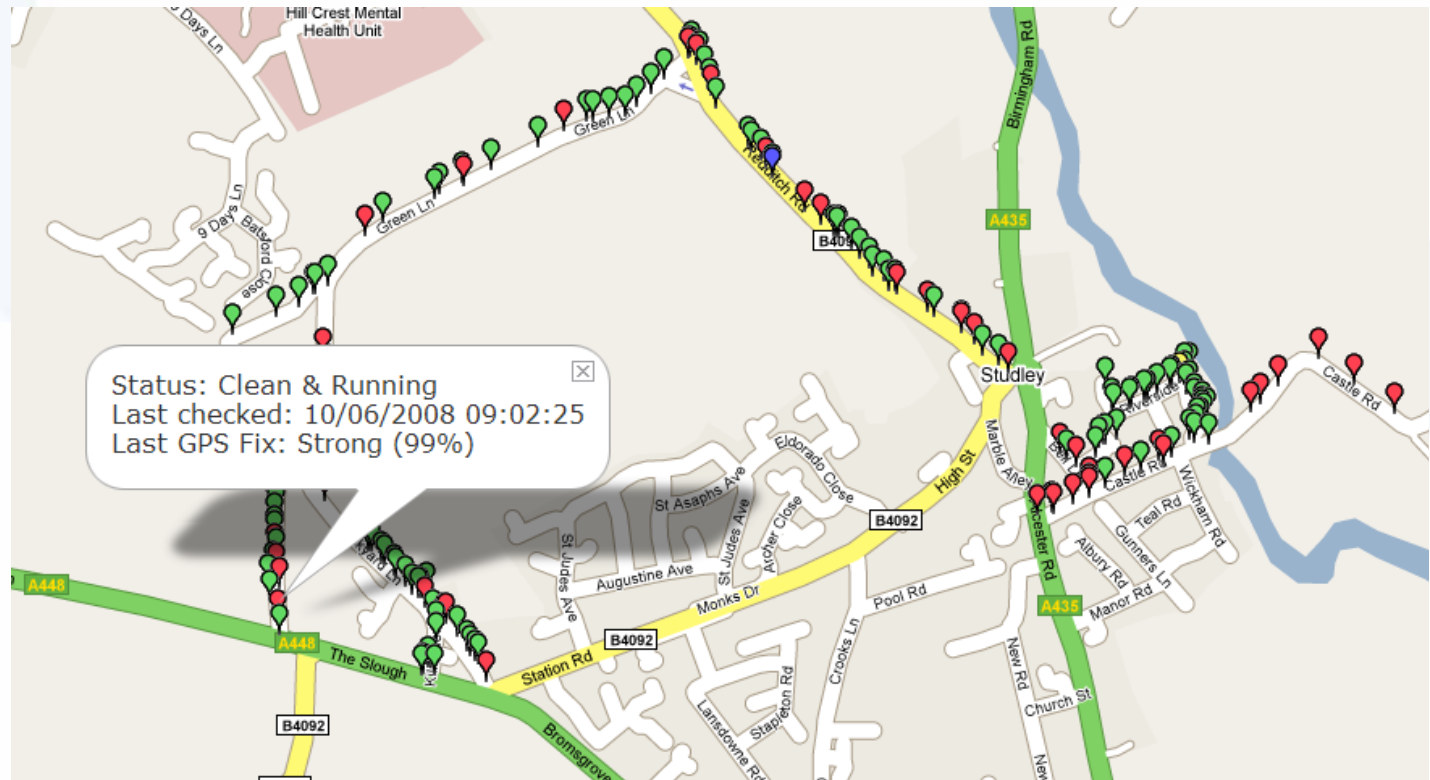
Last checked from:  to

### Gully Estimates

<a href="#">Total Gullies</a>	35230
<a href="#">Clean &amp; Running</a>	29248
<a href="#">Blocked</a>	4438
<a href="#">Jammed</a>	313
<a href="#">Broken</a>	351
<a href="#">Blocked &amp; Cleaned</a>	10
<a href="#">Obstructed</a>	870

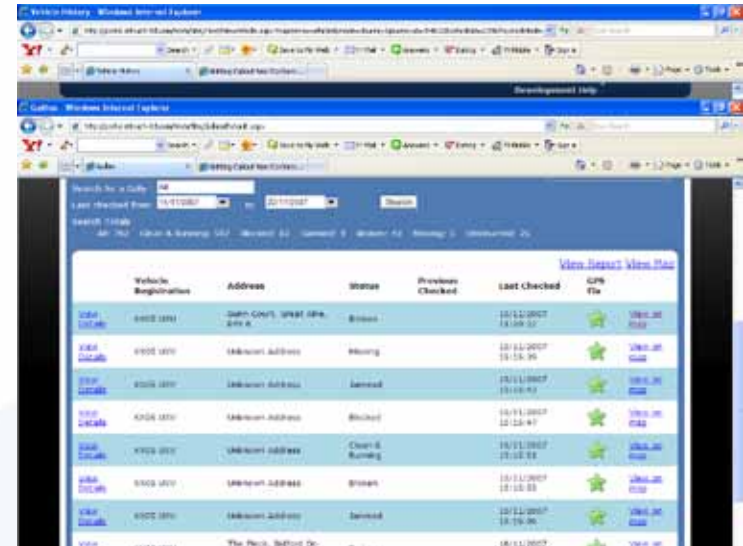
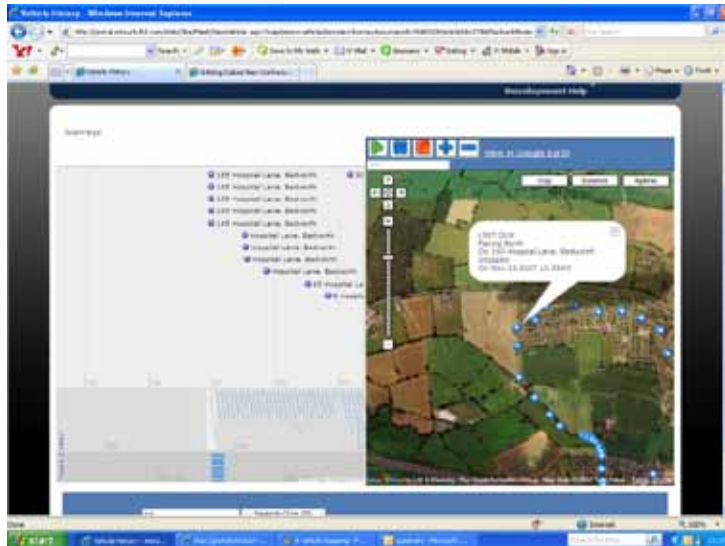
# The In Touch Gully Solution

- Search results viewable on a map – hover over to see specific details per gully
- Colour coded for easy identification



# In Touch Gully Solution

- Combined with tracking system gives you improved proof of work



# The In Touch Winter Maintenance System



messaging



gritting



preferences



tracking



gullies



my account



help

Welcome back warwicksupport@intouch-ltd.com - Warwick 19/09/2008 16:58:21 [Logout](#) Development

[In Touch](#) > [Gritting](#)



## Gritting Activities

Here you can search and reference all you gritting activities.

### Your Runs - view all of your gritting runs.

Enter a route name, driver, vehicle registration or depot to find associated runs.

[search runs ▶](#)

### Your Routes - view and maintain all of your gritting routes.

Enter a full or partial route name. To search for all routes enter 'All' in the 'Route' box.

[search ▶](#)

[create route ▶](#)

### Your Callouts - view and maintain callouts for your gritting routes

Enter a full or partial route name and the date of the first callout. To search for all routes enter 'All' in the 'Route' box.



[search callouts ▶](#)

[create new callout ▶](#)

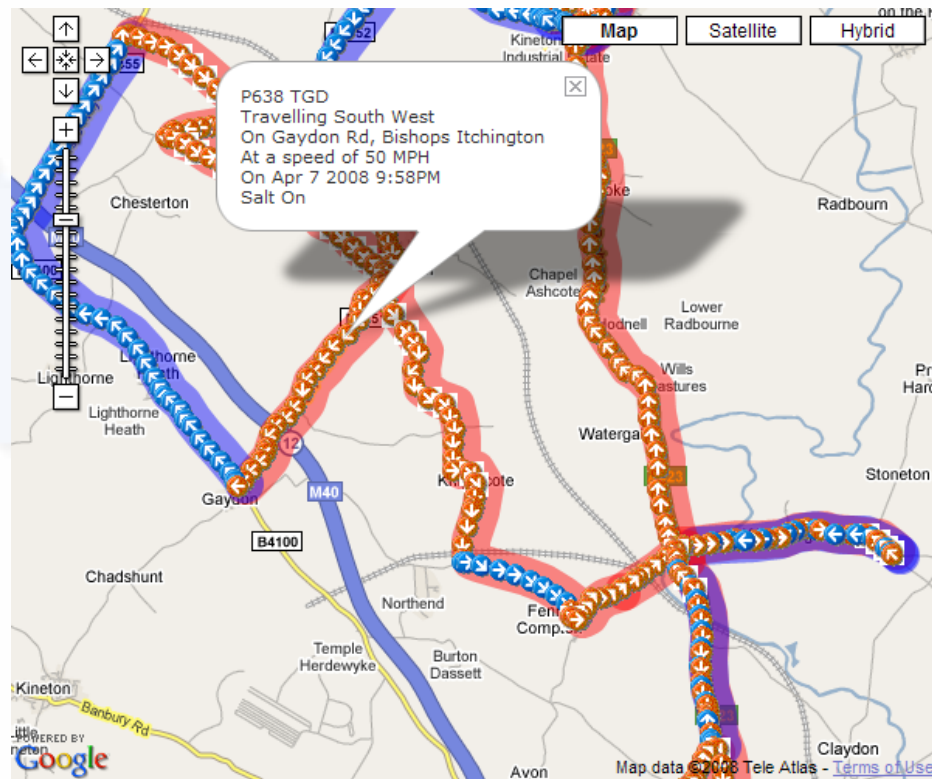
### Your Gritting Reports - run a variety of reports on your gritting activities.

[view reports ▶](#)



# The In Touch Winter Maintenance System

- Route compliance on various systems – winter maintenance – in development – grass cutting and street sweeping – verify vehicles carry out their assigned tasks





# The In Touch Suite of Solutions – SMS Messaging

- SMS messaging module allows you to keep in contact with your remote workforce and retain records of all communications



Darren Newman  
 John Newman  
 Louise Moore  
 Test User

Send Message

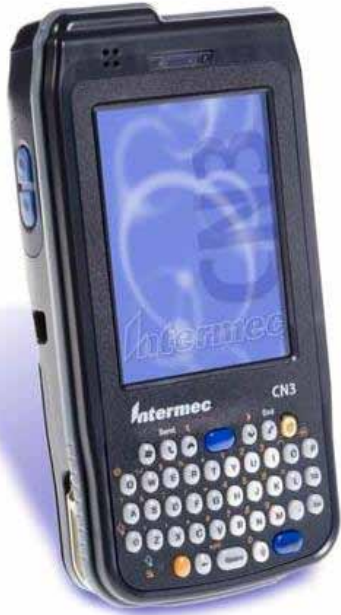
Sent	Confirmed By
11 Jun 2008 11:23:41	0 out of 1 Waiting on: - Louise Moore Confirmed: -

Last checked 17/06/2008 14:22:09

Message  
This is a test

Add Note

## The In Touch Suite of Solutions – Asset Collection



- Digital collection of asset data on your network – ideal for detailed gully asset collection.
- Take photos, log condition, plot on map via GPS, transfer data back to the office

- Interrogate your data and view your assets on a map
- See all photos of your assets
- Identify conditions and see where work needs to be carried out



## The In Touch Suite of Solutions – Works Orders

- Provision of electronic works orders, via manual input or feed from existing system
- Management of actual hours worked
- Management of actual time travelled
- Fully audited clear concise information
- Runs on handheld and in vehicle PC
- Eliminates lost / damaged paperwork
- Allows more efficient job scheduling
- Integrated vehicle inspection module

# The In Touch Suite of Solutions – HAV

- Automatic monitoring of HAV



- Run 'two way radio' on mobile phones
- Massive costs savings
  - no replacement of hardware
  - Calls transferred as data, not voice – saving on mobile bills of approx 35%
- Control use of company mobiles – make them PTT only
- Group calling
- Increased security – data channels stay open when voice channels go down

# Why Work With In Touch

- 20 years experience of working with the highways maintenance and construction sector
- Thorough understanding of the issues faced by councils and their contractors
- Worked with major partners to develop solutions to real life problems





Thank You

Any Questions?