

# iTRACK® Dispatch Module

MANAGE AND TRACK SERVICE REMOTELY TO KEEP YOUR TRUCKS UP AND RUNNING

In today's changing business climate, every day brings new challenges to keep the supply chain moving. Part of the iWAREHOUSE® iTRACK Asset and Maintenance Management System, the iTRACK Dispatch module can help keep your trucks up and running by letting you request service, track technicians, and view reports remotely. A smart, web-based solution, iTRACK Dispatch can be quickly and easily implemented, giving you visibility into every truck in your fleet—no matter what make or model—and all technician activity at your facilities.

## YOUR iTRACK DISPATCH ADVANTAGE

- + View a comprehensive list of all dispatch requests and activity. Quickly see the current status (i.e. closed, in progress, not yet accepted, etc.) and the historical details.
- + View up-to-the-minute details and progress on any dispatch.
- + View and compare service response times and other dispatch performance metrics, reports, and KPIs.
- + Access information 24/7 through the iWAREHOUSE GATEWAY™ from any web-enabled device or through the Raymond Customer Mobile app.



**REQUEST SERVICE FROM ANYWHERE**  
Execute and utilize the dispatch functionality quickly and easily via the mobile app, or any web-enabled device.



**TRACK TECHNICIANS**  
Know which technician was at which facility, when, for how long and what piece of equipment they worked on.



**VIEW REPORTS**  
Access data from service response time, asset down time, work order status and asset availability.



**DOWNLOAD THE RAYMOND CUSTOMER MOBILE APP TO GET STARTED.**



**iWAREHOUSE®**

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## MAXIMIZE YOUR iTRACK SOLUTION

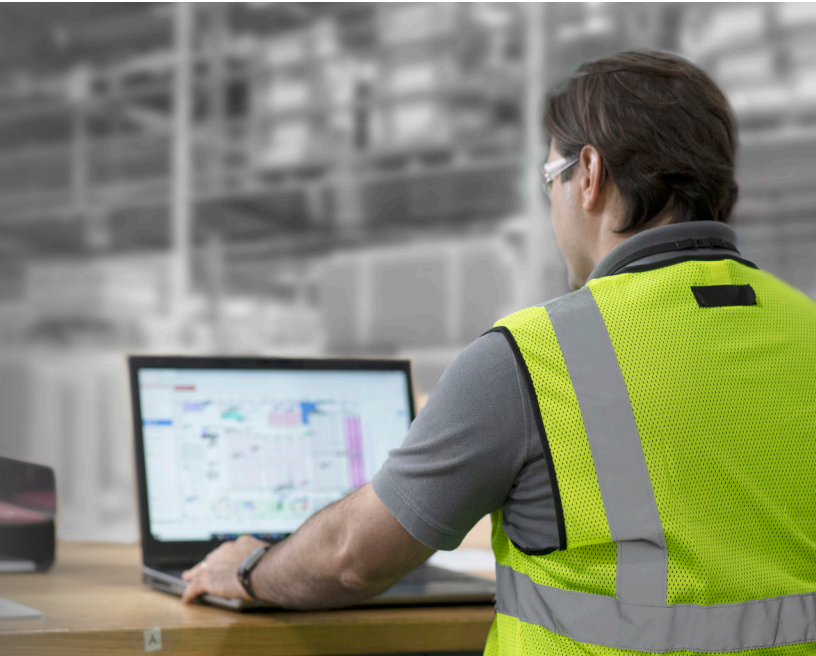
In addition to the Dispatch module, the iTRACK® Asset and Maintenance Management System also offers an optional Single-Source Invoicing module that provides consolidated electronic invoices for all your managed assets so you can:

- + Simplify invoice tracking
- + Reduce processing time
- + Cut administrative costs

## OPTIMIZE YOUR OPERATION WITH iWAREHOUSE INTELLIGENT SOLUTIONS

While the iTRACK Asset and Maintenance Management System offers the ideal solution for tracking and reducing maintenance costs, it can also be integrated with other solutions in the iWAREHOUSE® suite of technologies to further enhance visibility, efficiency, and productivity across your operation.

- + iWAREHOUSE® Telematics Fleet Management System
- + iBATTERY® Battery Monitoring Solutions
- + iWAREHOUSE® Labor Management System



See how the iTRACK Dispatch module can simplify your equipment servicing and technician management for greater uptime and productivity.