MASTERNAUT ON TIME

YOUR TRUE FIELD OF VISION

EARLY
7 MIN

UPDATE
JOB COMPLETED

UPDATE
ON TIME

LATE
- 2C MIN

UPDATE
ETA: 48 MINUTES

DRIVER NOTE
MAJOR ISSUE – NEEDS
FULL REPLACEMENT

ACTION
JOB ASSIGNED
TO LUKE MANNY

CUSTOMER SMS
YOUR ENGINEER WILL
ARRIVE IN 15 MINUTES

REAL-TIME VISIBILITY TO DELIVER NEXT-GENERATION CUSTOMER SERVICE

Masternaut On Time gives you true visibility of every vehicle, on every job, for every customer. Using live fleet data, it provides Connect customers with automated status updates of scheduled jobs, so you can respond to today's surprises with agility and accuracy, while optimising for the future.

masternaut
A MICHELIN GROUP COMPANY

THE TOOL FOR UNRIVALLED PERFORMANCE

Masternaut On Time is a new service within Connect that can be activated at any time. It provides modular tools that leverage your fleet data (through existing telematics) and your job data (optionally via file import or API integration), enabling you to work smarter, not harder.

ETAs FOR YOUR
CUSTOMERS

PLANNED VS ACTUAL

AUTOMATIC JOB
DISPATCHING

PLANNED VS ACTUAL

Masternaut On Time compares live vehicle positions with your job schedule, providing you with automated, real-time updates and alerts on job status. This way, you know exactly when something isn't going to plan and can take action before changes turn into problems.

- Job status updates to 'in progress' as vehicle stops near job location.
- Job status updates to 'visited' as vehicle leaves job location.
- Automated alerts when actual activity deviates from planned activity.
- Time and geo-stamping to help you verify field activity.

ETAs FOR YOUR CUSTOMERS
(AUTUMN 2019)

Today, customer expectations are high, and communication has never been more important. ETA with Masternaut On Time helps you keep your customers in the know, creating a seamless, outstanding service.

- Send customers accurate ETAs based on vehicle location by email or SMS.
- ETA message triggered by the live vehicle position or when the driver chooses to activate the job.
- Customers can track the vehicle in real-time on a map via a tracking link.

AUTOMATIC JOB DISPATCHING

Masternaut On Time job dispatching assigns jobs to a vehicle or driver, with information automatically pulled from your job management system or created directly in the Connect platform. Jobs are immediately added to the driver's to-do list in the SmarterDriver app for a simple, digital dispatch process.

- Easy-to-use interface in Connect to assign, reschedule and update jobs.
- SmarterDriver app available on iOS and Android.
- Simple navigation for the driver using standard mapping applications.
- Driver notes and feedback on the job, in the app.
- Driver can manually start, complete and cancel jobs from within the app.

HOW MASTERNAUT ON TIME WORKS

Integrate and visualise

Job schedules in Masternaut On Time can be created directly in the platform or can be imported via a simple file upload or through API integration. Integrating your existing job management system with your Connect telematics data unites real-time vehicle positions with scheduled routes in a centralised dashboard.

Update and react

With real-time access to your vehicle data and job schedules, Masternaut On Time automatically alerts you to any deviations from planned activity. This means you can react with agility, rescheduling jobs to operate at maximum efficiency and alerting customers of any delays.

Analyse and adapt

With connected fleet, job and scheduling data, Masternaut On Time can create Planned vs Actual reports to identify which areas of your job management processes can be optimised.

YOUR TRUE FIELD OF VISION

Masternaut On Time enables you to do more with your telematics data, giving you a real view of what's happening in the field, so you can respond with agility and meet your all-important goals.

Masternaut On Time gives you the insight and power to:

TAKE YOUR FLEET'S PERFORMANCE TO THE NEXT LEVEL

DELIVER A FIRST-RATE CUSTOMER SERVICE

CREATE A SEAMLESS DIGITAL EXPERIENCE

Find out more about Masternaut On Time at www.masternaut.com/ontime