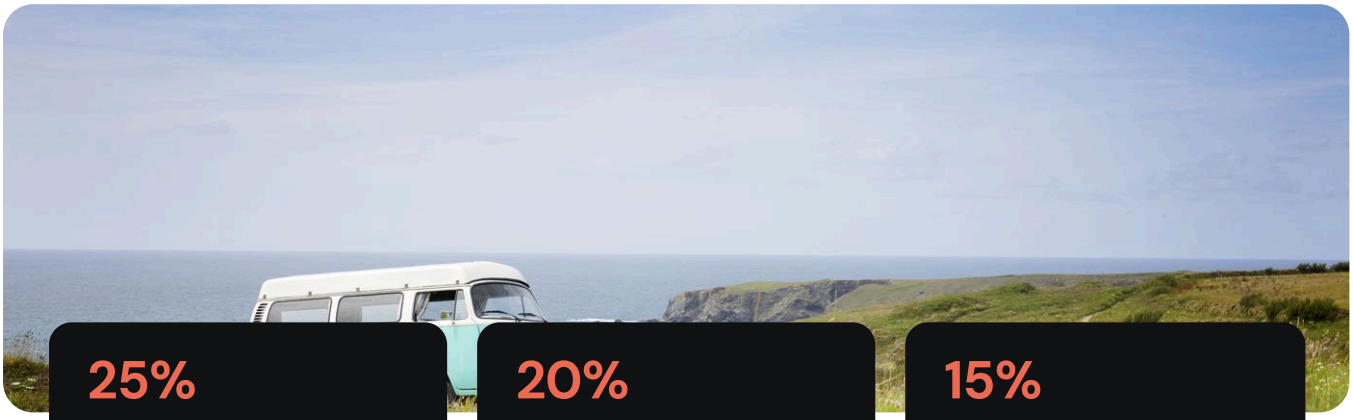
Fleet & Transport | Global

A roadside assistance provider cut van response times by 25% with GPS tracking

A roadside assistance provider put GPS trackers in its rescue vans and dispatched jobs from live van locations, getting help to stranded motorists faster.



25% faster average response times

20% higher van availability

15% fewer service delays

AT A GLANCE

INDUSTRY
Roadside assistance

SIZE
Medium to large

FLEET
Roadside assistance vans

PREVIOUSLY
No real-time van locations

FEATURES USED
Connected | Work | Assets | Insight

01 The client

The client is a roadside assistance provider that sends vans to rescue and repair vehicles for stranded motorists.

Its service is judged on how fast a van arrives. That depends on dispatchers knowing which vans are free and where they are when a call comes in.

02 The challenge

Response times were inconsistent and dispatching was inefficient, because the provider had no real-time view of where its vans were or which were available.

- No real-time visibility into van locations.
- Inefficient dispatching delayed rescues.
- No structured way to match requests with available vans.
- Delays led to customer dissatisfaction.

03 What they set up in Asset Infinity

The provider fitted GPS trackers to its vans and ran dispatch from Asset Infinity, with each rescue a tracked job.

Connected

GPS trackers in every van

Each van's tracker reports its location, so dispatchers see where every van is and the route it has taken.

Work

Dispatch from van availability

Each service request becomes a job, and dispatchers assign it to an available van close to the motorist, using the van locations in front of them.

Assets

Every van and its status in one register

Each van is recorded with its current status, so dispatchers can tell at a glance which vans are free, on a job or out of service.

Insight

Performance analytics

Dashboards show response times, service completion rates and overall assistance performance.

04 How it works day to day

Here is what happens now when a motorist calls for help.

CALL CENTER AGENT

Logs the request

The agent records the motorist's location and problem as a new service request.

SYSTEM

Shows where vans are

GPS trackers keep each van's last location current, and the dispatcher sees which vans are free.

DISPATCHER

Assigns a van

The dispatcher assigns the job to an available van near the motorist. The crew is notified on the mobile app.

VAN CREW

Attends and updates

The crew updates the job status on arrival and on completion, so the dispatcher knows when the van is free again.

DISPATCHER

Marks the van free

When the crew closes the job, the van's status changes back to available and it is ready for the next request.

SYSTEM

Flags slow jobs

A job waiting too long triggers a reminder, so no motorist is forgotten.

OPERATIONS MANAGER

Reviews performance

Dashboards show response times, completion rates and van availability across the fleet.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Van locations	No real-time visibility	GPS trackers on every van
Dispatching	Inefficient	Assigned from van availability and location
Response time	Inconsistent	25% faster on average
Van availability	Hard to manage	20% higher
Service delays	Frequent	15% fewer
Performance data	Not measured	Response and completion rates on dashboards

06 How it rolled out

1

Needs assessment. The provider and Asset Infinity reviewed fleet workflows and found where delays came from.

2

Vans fitted with GPS. A GPS tracker was installed in each roadside assistance van.

3

Dispatch moved over. Dispatchers began assigning every request from van availability and location in the system.

07 The results

10% increase in customer satisfaction

10% reduction in fuel and operational expenses

- Clear data on response times and service completion

08 Why it worked

Location where it is needed
Dispatchers see van locations in the same system where they assign jobs.

Status and location together
Each van's availability and location sit side by side, so the closest free van is easy to find.

Measured from day one
Every job is recorded, so response times are visible and can keep improving.

09 Looking ahead

With every van's location in front of them, dispatchers send the right van faster, and the provider reaches stranded motorists sooner and more reliably.

The performance data now collected for each job shows where response times can improve next.

See it on your own assets

A 30-minute demo, set up for a roadside assistance or service fleet operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial