

Service Technicians Won't Get Lost Using Coastal Computer Corporation Software and Microsoft MapPoint Technology

Microsoft MapPoint Alliance Solution Study

December 2001

Service companies juggle business operations and interdepartmental communication with disparate software packages not created specifically for their needs on a daily basis. The Coastal Computer Corporation product, Electronic Service Control (ESC), created by service contractors for service companies, streamlines business operations and communication. You can create service agreements, track equipment, categorize inventory, keep service history records, maintain customer information, create invoices, expedite collection efforts, and so on—all with one software package. Your dispatchers and field technicians can use the Microsoft® MapPoint® technology incorporated into the Electronic Dispatch Board portion of the product to manage service calls more effectively by plotting driving routes with accurate, up-to-date addresses, using detailed, point-to-point driving directions to drive to locations, and visualizing the location of color-coded service calls on maps that can be as detailed or general as you want.

Partner Profile

Coastal Computer Corporation was founded in 1978 by George and Glenn Slay, brothers and service contractors who developed their revolutionary service management software out of necessity: they needed an integrated software package to streamline their service operations. Since then, Coastal Computer Corporation has become the leading provider of service management software.

Their current product, Electronic Service Control, needed mapping capabilities for dispatchers and field technicians. They began integrating another product's mapping technology into the product but stopped immediately when they discovered Microsoft MapPoint 2002. They thought Microsoft MapPoint was simply the most accurate, most affordable, and best looking mapping option available, so they started the development process over and integrated Microsoft MapPoint technology into the Electronic Dispatch Board portion of their product.

Challenge

Service companies, like any organization, need to streamline business operations; however, service companies have several unique needs. One of those needs is to ensure their dispatchers and field technicians can do their job effectively. Dispatchers need effective ways to manage service calls and plot driving routes so service calls don't get backed up and field technicians don't run late. Field technicians need accurate addresses and point-to-point driving directions so they don't get lost. Coastal Computer Corporation knew both dispatchers and field technicians would benefit from a software package that integrated operations and provided mapping capabilities.

Coastal Computer Corporation

Contact Information

Coastal Computer Corporation
44 Barkley Circle
Ft. Myers, FL 33907
(800) 226-7529
(941) 275-1991
www.ccc-soft.com
sales@ccc-soft.com

Profile

Coastal Computer Corporation is the leading provider of service management software.

Target Audience

Small to medium-sized service companies that want to streamline service management, from dispatching, equipment and inventory management, customer information tracking, to sales and invoicing, all with one software package

Software and Services

- Electronic Service Control (ESC)
- On-site installation and training services
- Telephone and Internet support services

Microsoft Technologies

- Microsoft® MapPoint® 2002
- Microsoft Visual Basic® 6.0

Partner Satisfaction

"MapPoint has proven to be the most reliable, user-friendly mapping software we have found. Integrating with MapPoint has put us way ahead of our competition's mapping solutions."

--Thomas M. Fanelli
Vice President
Sales and Marketing
Coastal Computer Corporation

Microsoft®

Solution

Electronic Service Control integrates and streamlines all aspects of service company management. For example, your customer service department can track everything from addresses, phone numbers, tax codes, billing rates, and trip charges for single residences to large industrial complexes. Your sales department can create professional service agreements that include detailed work orders. Your accounting department can create invoices. Dispatchers and field technicians can see customer information, such as equipment lists, service history, and scheduled maintenance, or equipment information, such as manufacturer, model, serial number, and so on.

Dispatchers can also use the Electronic Dispatch Board portion of the product to assign multiple technicians to a job or send information directly to a technician's pager. The Microsoft MapPoint technology integrated into the product makes it possible for dispatchers to geographically manage their service calls, field technicians, and customer areas. Dispatchers can quickly plot the most efficient routes using up-to-date, accurate addresses on maps and point-to-point driving directions for each service call so field technicians arrive on time and don't get lost. They can also track technicians in the field and their customer areas by viewing all active dispatches on a map with lines that interconnect specific technician's calls.

Customer Satisfaction

"Using ESC with MapPoint has saved us countless hours every week. We see scheduling and routing problems before the truck ever leaves the shop."

--Jack Westenbarger
Operations Manager
Acree Air Conditioning, Inc.

Cust #	Loc	Contact	Priority	Type	Tech	Status	Date - Prom'd - Time
0000062	00001	Tim	5	COD	0013	Pending	10/11/2001 08:30:00

Warren, Tim
587 Sir Walters Way
North Fort Myers, FL 33917

Work 941-665-9078
Home 941-555-8899
Fax
Cellular

Dispatch No 50066
Key under mat.

Using the Microsoft MapPoint technology in Electronic Service Control, dispatchers can effectively track field technicians using a combination of text and maps.

Additional Information

For information on Microsoft MapPoint, visit www.microsoft.com/office/mappoint/.

© 2001 Microsoft Corporation. All rights reserved.

This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Microsoft, MapPoint, and Visual Basic are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Part No. ????