

Company info

Sector:
Facilities Management

Location:
Stoke-on-Trent, UK; Northern Ireland & Republic of Ireland; Benelux; New Jersey, USA

Implementation date:
2007

Microlise Modules:
- Microlise Fleet Management
- Microlise in-vehicle computer (IVC)

GSH use Microlise Fleet Management Solutions integrated with Maximo to provide real-time Engineer and Fleet Status to support the effective utilisation of assets and resources across 30,000 corporate locations in the UK, Ireland & the USA.

The Situation

GSH Group provides unrivalled facilities management and energy management services throughout Europe and the USA. Facilities Management services and Energy Management services are delivered on a local, regional, national and international basis in the Retail, Financial, Manufacturing and Telecommunication sectors.

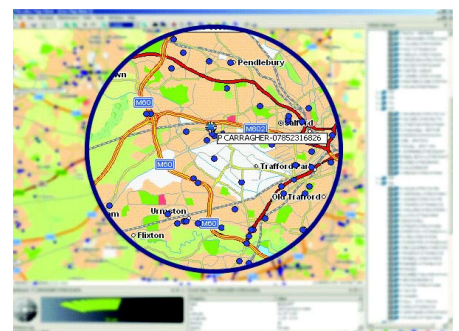
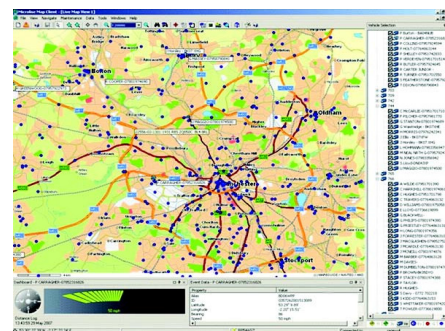
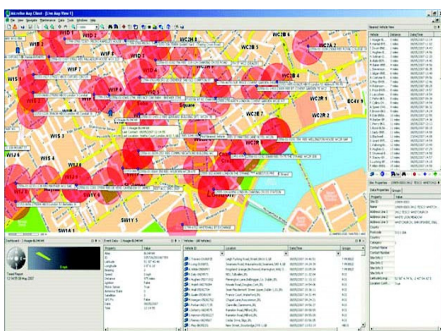
GSH provides technical expertise across a wide range of markets including highly critical environment such as banking and telecommunications. Operating a separate ICT R&D function it delivers innovation, professional performance and the latest technology to deliver a differentiated service to its clients. GSH's fleet of over 1,000 vehicles provide mobile engineering services covering Europe and the USA.



The Challenge

To better manage its expanding mobile engineering customers GSH needed to significantly increase the utilisation of its fleet of vehicles and engineers. Without the ability to understand the working patterns of engineers and utilisation of fleet in a dynamic environment, GSH dispatchers relied on frequent communications with Engineers to provide location, status and job availability. In addition to this, fleet maintenance and diagnostic information was not forthcoming leading to vehicle breakdown and unavailable resource.

GSH needed a more efficient and streamlined process for fleet management and engineer process control 24 hours a day.





The Technology

GSH implemented the Microlise Fleet and Distribution system and worked together with Microlise to integrate vehicle tracking with Maximo. This delivers an integrated vehicle tracking and job management solution, providing real-time visibility of vehicle and engineer location, skill, utilisation, availability and provided visible information about other reactive and planned jobs in the vicinity thus decreasing travelling time and increasing engineer efficiency.

The Response

GSH has seen a large improvement in the information available to its dispatchers and customers and this has led to increased engineer productivity, greater pooling of engineers across contracts and improved communications with customers. This delivers cost savings together with service improvements to GSH clients.

“The system gives us a much better opportunity to share engineers across contracts, reduce response times and increase service and feedback to customers.”

Maxwell Segal, Group Technology & Innovations Director, GSH.