

Care Command Center

Creating a culture of high performance

Intelligent Business Solutions, Inc. 



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Why Care Command Center

Data consistently shows improving communication & collaboration increases employee engagement & improves productivity

Deloitte; Gallup; EmployeeConnect; SPARK; Cox BLUE and others

Care Command Center Value Proposition

- *Speeds implementation and user adoption through integration with existing customer systems.*
- *Enhances communication & collaboration, improving process flows & increasing employee engagement.*
- *Visual alerts and audible alarms notify users of pending activities as work moves through the process*
- *Delivers intuitive features & functionality speeding workplace adoption & reducing hands-on interactions (clicks)*
- *Extensive analytical data empowers users to adjust process flows in real-time, reducing bottlenecks and smoothing operational process flows*

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Increased Workload Visibility

Service Bay	VIN Number	Age ^	Truck Type	*Driver Reported ...	*Service Advisor A...	Estimated End Time	Status	Procedure	Tasks
Uptime Bay 2	FUGJIZ0YW56RVI...	1	VNR400			08:29	Work Order Completed	Water Pump Replacement	
Holding for Bay	WZ90LGNXO60D6...	1	VAH200	hearing brake noises	Phillip	14:07	Arrived	Air Brake Repair	
Holding for Bay	AWWX7YIXV1C15...	1	Anthem		Lisa	12:55	Parts Available OnSite	Oil Change	

Improved Visibility

- Desktops, laptops & mobile devices are used to view work scheduled, in progress, and waiting.
- Current status & action needed is color coded with visual and audible accents to enhance recognition.

Resources	Uptime Bay1	Uptime Bay 2	Uptime Bay 3	Advanced Bay 1	Advanced Bay 2
A Techs	Smith, Joe			Young, Robert	
B Techs		Willson, David			Smith, Michael
C Techs			Brown, Bill	Brown, Joe	
Master Techs				Moye, Laurie	Shill, Mark

Ready for Clutch
09:30

CR816 M6D Mack
11:30/2018
Engine is overheating
Cool Closed - Fluid Picked Up (05:43)
MID US Engine
13:30:00

USK0T0P0N0K0K01
Shill, Mark
2/4/12/2018
Cabling loose when changing gear
Gear - Started (05:43)
MID US Transmission Control Unit
18:45:00



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Reduced Delays

Alert & Alarm types

- Paging
- Blinking bars
- Audible alarms
- Pop-up messages

VNL400
Truck has been in the Bay for 35 minutes

Service Advisor List (7/19/2018)									
Service Bay	VIN Number	Age ^	Truck Type	*Driver Reported Sympt...	*Service Advisor Assign...	Estimated End Time	Status	Procedure	Tasks
Holding for Bay	AWWX7Y1XV1C15FQX6	1	Anthem		Lisa	12:55	Parts Available OnSite	Oil Change	
Holding for Bay	WZ90LGNXO60D6HUSJ	1	VAH200	hearing brake noises	Phillip	14:07	Arrived	Air Brake Repair	
Uptime Bay 2	FUGJIZ0YW56RVI1K9	1	VNR400			08:29	Work Order Completed	Water Pump Replacement	
Holding for Bay	W7NEOQ3T3BSBBNEP	12	VAH630		David	13:16	Parts Ordered	Water Pump Replacement	
Holding for Bay	I0FMFOMFOK0A3H972	13	Granite		Donald	20:15	Estimate in Progress	Transmission Repair	



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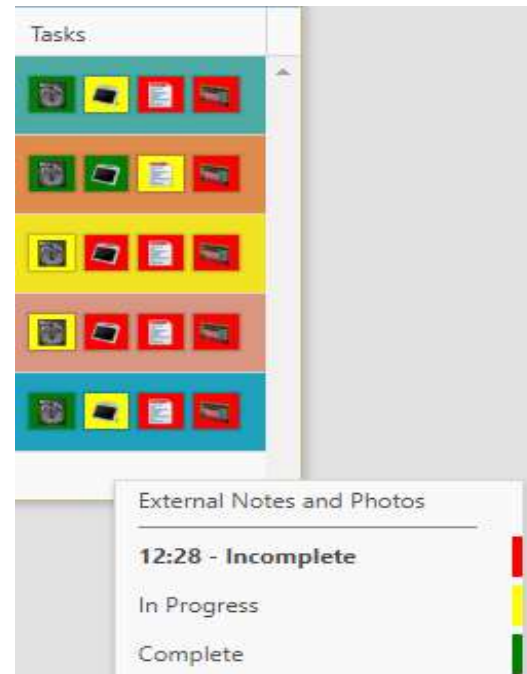




Reduced Delays

Visual check lists work

- Provides a check list of items to be completed
- Once completed, tasks are colored *green*
- If tech is pulled away during the process other staff members will know items to complete
- Each task has it's own status life so tracking is highly granular





Improved Communication

Mobile messaging

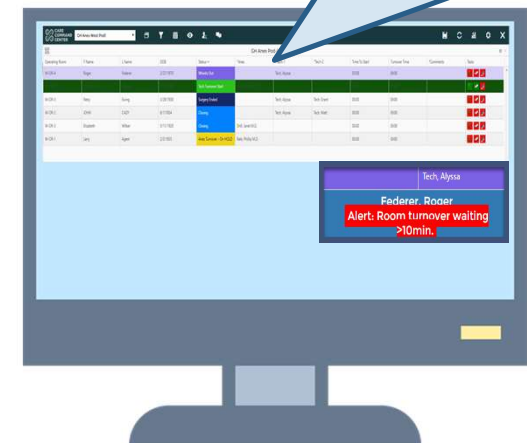
Bay 7: Parts needed
Bay 9: Repair complete – pickup needed
Bay 2: Torque wrench needed from tool room

Increased Awareness

Flashing alerts, Audible alarms, Pop-up reminders highlight work needing attention

Alerts and mobile messaging

- Alarms, alerts & mobile messaging
- Blinking status, audible alarms & vibration (haptics)
- Proactive notification to events requiring immediate attention

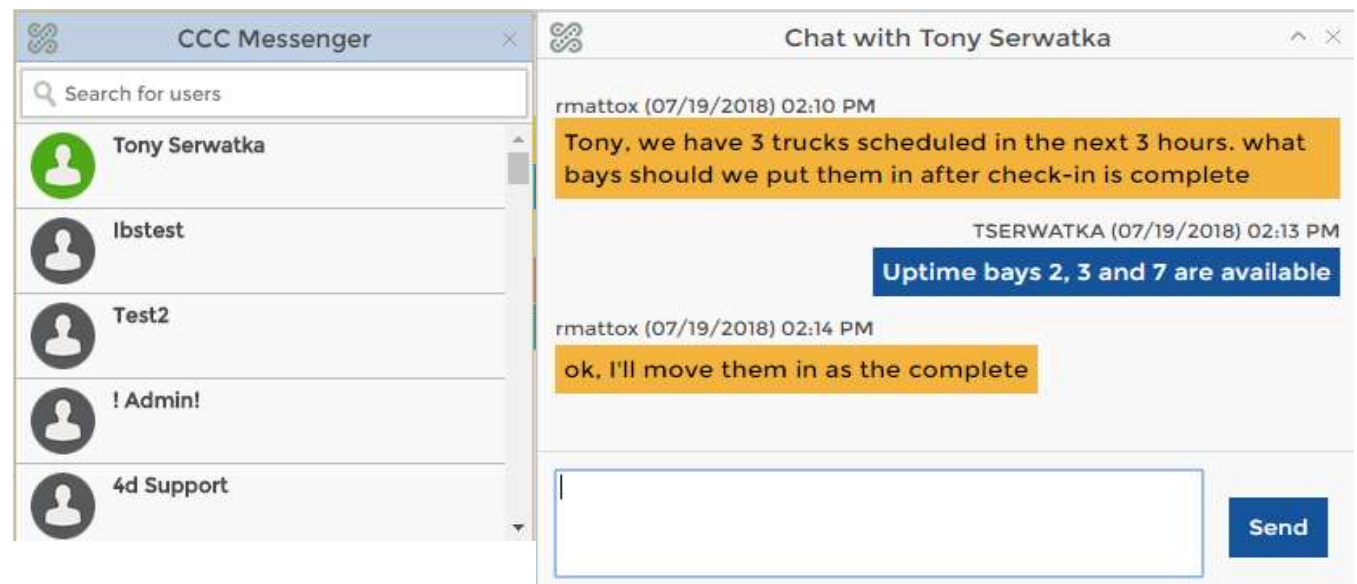




Improved Communication

CCC (Instant) Messenger

- Users see who is online
- Improved access to resources with a direct communication path
- Chat directly with those needed to move work along
- Immediate response to reduce bottlenecks
- Chat sessions can be tagged to specific trucks allowing users to know which truck is being referenced





Analytics

“Most of the world will make decisions by guessing or using their gut. They will be lucky or wrong.”

Care Command Center enables fact based decisions using real-time data

- ❑ Care Command Center captures data throughout the maintenance and repair process allowing customers to understand service performance in real-time.
- ❑ Real-time data enables customers to make immediate adjustments throughout the day.
- ❑ Fact based decisions produce the highest levels of efficiency and deliver the greatest customer satisfaction.



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Analytics



Real-time graphics

- Data gathered throughout the process flows
- Displayed and updated in real-time as changes occurs
- Drill down and roll up data available



Value Realized

Value Realized

- Single system for users throughout repair process
- External systems accessed through Care Command Center automatically, via bi-directional interfaces
- Detailed data and analytics gathered across the entire repair process
- 'Hierarchical data roll-up' enables management of resources at dealer, owner/fleet, and geographical levels
- Workflow automation reduces manual interactions & improves quality
- Complete customer visibility to repair progress/status
- Total visibility to overall shop workload
- Care Command Center serves as 'Shop Loading' tool
- Robust analytical data & reporting enable fact based decisions

