

CASE STUDY: PEROT SYSTEMS

Perot Systems wanted to ensure a high level of security and safety for its associates when traveling onboard the company's fleet of vans managed by a third-party transport provider in Chennai.



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Vardhman Jain, managing director of Perot Systems insurance and business process solutions, India division

CHALLENGE

Perot Systems operates a fleet of over 100 vans to transport associates in Chennai. As the fleet operation was outsourced to a transportation contractor, the company wanted a location-precise security solution that could provide dynamic information on vehicle location, occupants, speed, and a wide variety of information that would safeguard the well-being of its associates. A secondary goal was to gain a clear view and more control over transportation operations.

SOLUTION

Implemented by AutoPAY with assistance from Tata Consultancy Services, MapInfo MapXtreme 2005 and the StreetPro India street network database were integrated with a vehicle-mounted device which combines GPS, GIS, GSM, Proximity card and vehicle immobilization technologies. A control unit at Perot Systems and custom-built monitoring and data reporting application give the company the information it needs to monitor and ensure the security of its associates, as well as the ability to remotely immobilise the van should the need arise.

Summary

From its fully equipped, state-of-the-art campus in Chennai, India and other centers in Southeast Asia, Perot Systems delivers high-quality, efficient and effective transaction-processing and voice-related services. Clients based in the U.S. in hospitals, and in life and health insurance focus on their core competencies, reduce costs, drive revenue, assure quality, and strengthen customer relationships. These services are delivered on a 24x7 basis by hundreds of highly trained staff who work in shifts. Transportation to and from the offices is provided by Perot Systems by way of a fleet of 100 vans, with fleet operation of the fleet outsourced to a transportation service provider.

Perot Systems places a high importance in ensuring the safety of its associates. With a significant number of its associates working during the night shift, Perot Systems wanted to implement a solution that could not only provide the assurance that its associates are safe from the moment they enter the vans to go to their office to when they are dropped off at home at the end of their shifts, but also give the company control over the fleet of vans anytime, anywhere.

“The areas where we wanted more clarity included vehicle location, speed and route; pick-up and drop-off locations; and the identities of both the associates on board the vehicle and the drivers at the wheel. Such information would provide the assurance that our associates are secure, and that rules we have created for the transportation service provider are followed. One such rule is that our female associates may not be picked up first or dropped off last,” said Vardhman Jain,

managing director of Perot Systems insurance and business process solutions, India division.

Perot Systems' requirements also included the capability for someone other than the driver to immobilize a van should there be a need to do this to ensure employee security.

With technical assistance from Tata Consultancy Services Ltd – MapInfo's distributor in India – AutoPAY, a Kolkata-based solutions provider developed a fleet management and vehicle tracking solution which met the requirements of Perot Systems.

The solution integrates a vehicle-mounted device (known as “Mark 1”) which combines GPS, GIS, GSM, proximity card and vehicle immobilization technologies; and StreetPro India, MapInfo's premier street network database for India; and MapInfo MapXtreme 2005 - a development tool which enables the creation of custom mapping applications or map enablement of applications and solutions in Microsoft Windows desktop and Web environments.

Result

Implemented in mid-2006, the AutoPAY/MapInfo solution uses GPS technology to track the precise location of each van in the fleet. This information is then combined with GSM data to calculate vehicle speed. A reader on the “Mark 1” unit works together with access cards issued to associates and drivers to capture the ID card details. This data is then matched with our HR records to calculate the number of people in each van, their identities and gender, and pick-up and drop-off times and locations. Data from each



THE MAPINFO ADVANTAGE



The location intelligence solution implemented for Perot Systems' transport security system consisted of data, software and consulting services.

The data included: StreetPro India, an accurate, comprehensive, and current street network database for mapping and location-based applications.

The software included: MapInfo MapXtreme 2005, which enables the creation of custom mapping applications or map enablement of applications and solutions in Microsoft Windows desktop and web environments.

Consulting and implementation services as well as local expertise were provided by AutoPAY with assistance from Tata Consultancy Services.

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Be Location Intelligent™

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vehicle is relayed to and from the central command center at Perot Systems' Chennai campus via voice and text communication through GSM. The solution also enables staff at the command centre to immobilize a van when alerts are sent out from any of the four tamper-proof panic buttons installed in each vehicle.

Complete Information

“The solution is of great value to Perot Systems and the results have been immediate. With the solution in place, we now have dynamic ‘who, what, where and when’ information that tells us that our associates are secure while on the move,” said Mr. Jain.

Besides the assurance of employee security, the company now has more visibility of activities in the vans, as well as control over the fleet: Staff members at the Chennai campus are able to talk directly to drivers through mobile devices or extract information from the in-vehicle unit through text messaging. Vehicles can also be immobilized remotely should the need arise.

Enhanced Data Analysis & Financial Returns

Better data analysis as a result of implementing the solution has also resulted in better management of available fleet of vehicles. Perot Systems now uses data from the new monitoring and reporting applications to calculate distance travelled number of associates in each van and so on. Previously, these data and parameters were manually maintained and computed, with random audits conducted to verify their accuracy. The automation of these processes and the elimination of the need for audits have translated into man-hour savings.

Another benefit is higher employee productivity. “Our associates feel more secure when commuting to and from work and this greater comfort has translated into higher performance levels. That’s a benefit we did not anticipate. Our primary objective when we initiated this project was employee security, and we’re glad that we’ve achieved this with the help of AutoPAY Solutions, Tata Consultancy Services, and MapInfo,” said Mr. Jain.

