DigiCore
FLEET MANAGEMENT
Pretoria (GT)
Centurion
Atteridgeville
Mamelodi
Garsfontein
Lyttelton
Eersterust
Wonderboom
Hammanskraal
Soshanguve
Mabopane
Temba
Brits
Hartbeespoort
Rustenburg
Ga-Rankuwa
Bronkhorstspruit
Cullinan
Rayton
Zambezi
Limpopo
Mpumalanga
Gauteng
North West
Free State
Northern Cape
Eastern Cape
KwaZulu-Natal
Western Cape
Namibia
Botswana
Zimbabwe
Mozambique
Swaziland
Lesotho
Johannesburg
Vereeniging
Vanderbijlpark
Sasolburg
Kroonstad
Bloemfontein
Welkom
Klerksdorp
Potchefstroom
Mafikeng
Vryburg
Kimberley
Upington
Springbok
Port Elizabeth
East London
Grahamstown
Queenstown
Cradock
Graaff-Reinet
Beaufort West
Oudtshoorn
George
Knysna
Mossel Bay
Swellendam
Cape Town
Stellenbosch
Paarl
Worcester
Malmesbury
Vredenburg
Saldanha
Hermanus
Gordons Bay
Somerset West
Strand
Gansbaai
Struisbaai
Agulhas
Cape Agulhas
Port Nolloth
Alexander Bay
Vioolsdrift
Kenhardt
Prieska
Hopetown
Colesberg
Middelburg
Cradock
Graaff-Reinet
Aberdeen
Willowmore
Uniondale
Knysna
Plettenberg Bay
Mossel Bay
George
Oudtshoorn
Swellendam
Caledon
Bredasdorp
Riversdale
Albertinia
Heidelberg

Introduction

In today's economy, companies realise the need for delivering the highest quality products and services to the customer as quickly as possible to sustain an advantage over their competitors. To achieve this, successful companies need to focus on "Core Competencies" that directly help them meet their business objectives. The DigiCore Information Bureau (DIB) can help you meet your business objectives by providing the tools and services to allow your company to concentrate on your core business into the future.

The DIB is a 24/7/365 operation designed to optimise companies and share Fleet Management technology in one control room environment without compromising the customer's independence and identity. It allows fleet operators a cost-effective access service that adds value in terms of service and operating costs to both their own businesses and those of their clients and customers.

There is no restriction on the number of fleets that the DIB can manage, and our fleet management platform is configured to match the specific operational requirements of each fleet and not to compromise service delivery to other customers. Each fleet can have different operating modes, fleet management schedules and rules, as well as access to the vast number of system configuration options. In other words, you control the way you want the service to operate in the manner that best meets your requirements. This level of sophistication and flexibility is only available with the world-class C-track fleet management platform and service provided by the DIB.

International footprint

South Africa	Sweden	Malaysia	Botswana
UK	Belgium	Indonesia	Zambia
Europe	Holland	Bangladesh	Namibia
France	Czech Republic	Saudi Arabia	Uganda
Finland	Germany	Afghanistan	Rwanda
Switzerland	Pakistan	Nigeria	DRC
Austria	UAE	Kenya	Tanzania
Italy	Australia	Zimbabwe	

DigiCore Information Bureau Overview

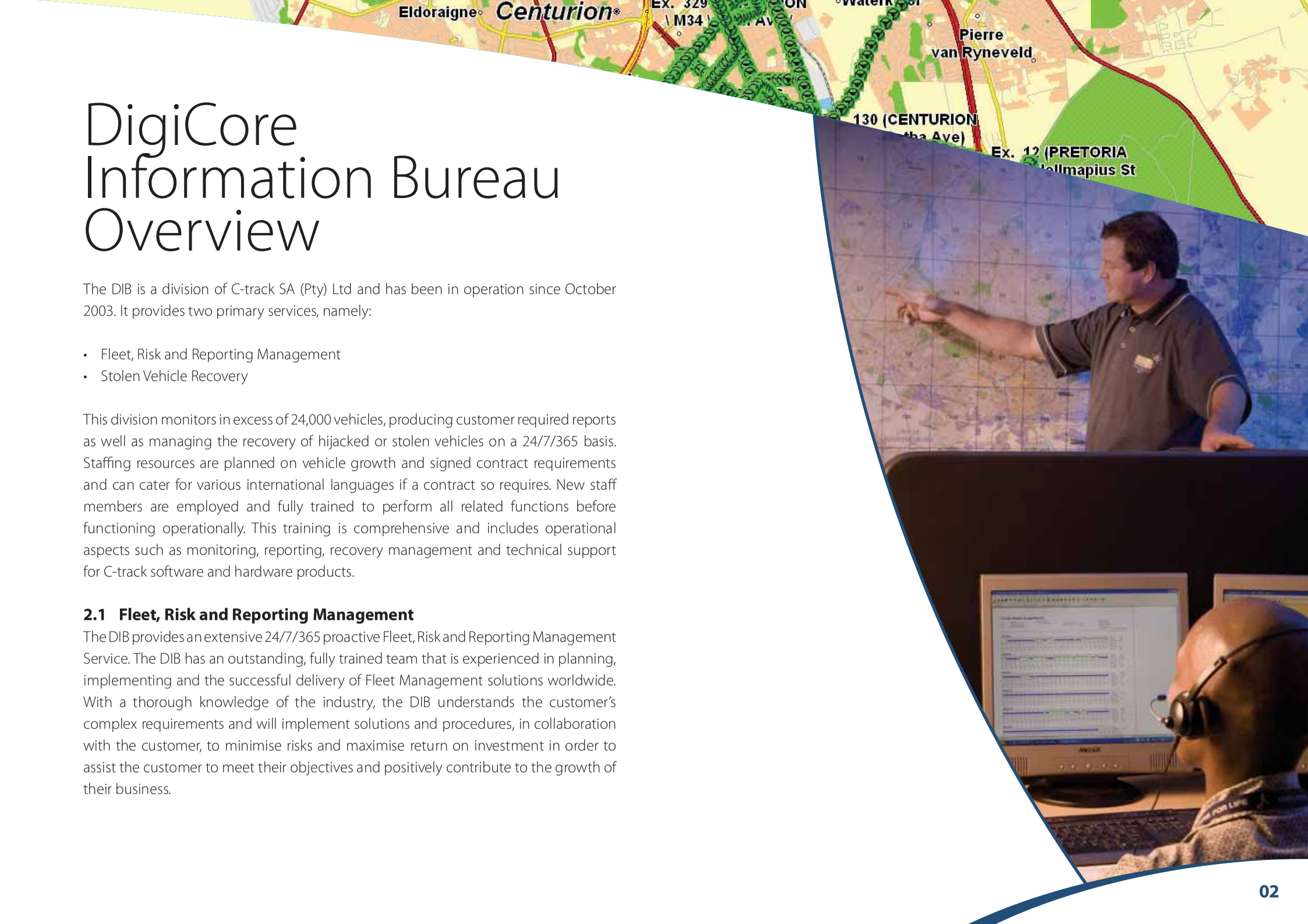
The DIB is a division of C-track SA (Pty) Ltd and has been in operation since October 2003. It provides two primary services, namely:

- Fleet, Risk and Reporting Management
- Stolen Vehicle Recovery

This division monitors in excess of 24,000 vehicles, producing customer required reports as well as managing the recovery of hijacked or stolen vehicles on a 24/7/365 basis. Staffing resources are planned on vehicle growth and signed contract requirements and can cater for various international languages if a contract so requires. New staff members are employed and fully trained to perform all related functions before functioning operationally. This training is comprehensive and includes operational aspects such as monitoring, reporting, recovery management and technical support for C-track software and hardware products.

2.1 Fleet, Risk and Reporting Management

The DIB provides an extensive 24/7/365 proactive Fleet, Risk and Reporting Management Service. The DIB has an outstanding, fully trained team that is experienced in planning, implementing and the successful delivery of Fleet Management solutions worldwide. With a thorough knowledge of the industry, the DIB understands the customer's complex requirements and will implement solutions and procedures, in collaboration with the customer, to minimise risks and maximise return on investment in order to assist the customer to meet their objectives and positively contribute to the growth of their business.



This service allows customers the freedom to concentrate on their core business, whether you are a small fleet looking to grow, or a larger fleet needing to optimise the performance of the business, and to have access to fleet management information on a daily, weekly or monthly basis without setting up their own control room and spending unnecessary time and money on employing additional resources to perform this function.

Our extensive services include the following:

- Analysis and drafting of standard operating procedures to provide a Fleet, Risk and Reporting Management Service within the specific requirements of the customer.
- Gathering of vital information regarding every customer to allow access and provide information on any vehicle and/or trailer, whether it is for risk or management purposes.
- Setting up and monitoring of areas and routes in any location across the globe.
- Changing and management of required parameters on units over-the-air at any given time.
- Quality control management of units that include daily health checks, arranging the repair of faulty units and upgrading of unit firmware over-the-air after the release of new firmware.
- Proactive monitoring of trips and exceptions.
- Real-time reporting of exceptions via e-mail, SMS or by telephone to the responsible fleet manager where required.
- Record and store all fleet management data, correspondence and conversations for audit purposes at any given time.
- Recovery of stolen, hijacked or missing vehicles.
- Downloading and forwarding of customer-selected C-track reports on a daily, weekly or monthly basis.
- Detailed reports for each incident that include hijackings, thefts and/or accidents. These reports also provide in-progress or resolved status and reviews and analysis of the specific incidents.

2.2 Stolen Vehicle Recovery Management

The DIB provides an extensive 24/7/365 proactive Stolen Vehicle Recovery Service (SVR). This service has managed to maintain a recovery rate of above 90%; 20% higher than the 70% South African expected industry rate. Alarm exceptions are monitored for various different types of fleet assets for companies in Africa and in other continents where required.

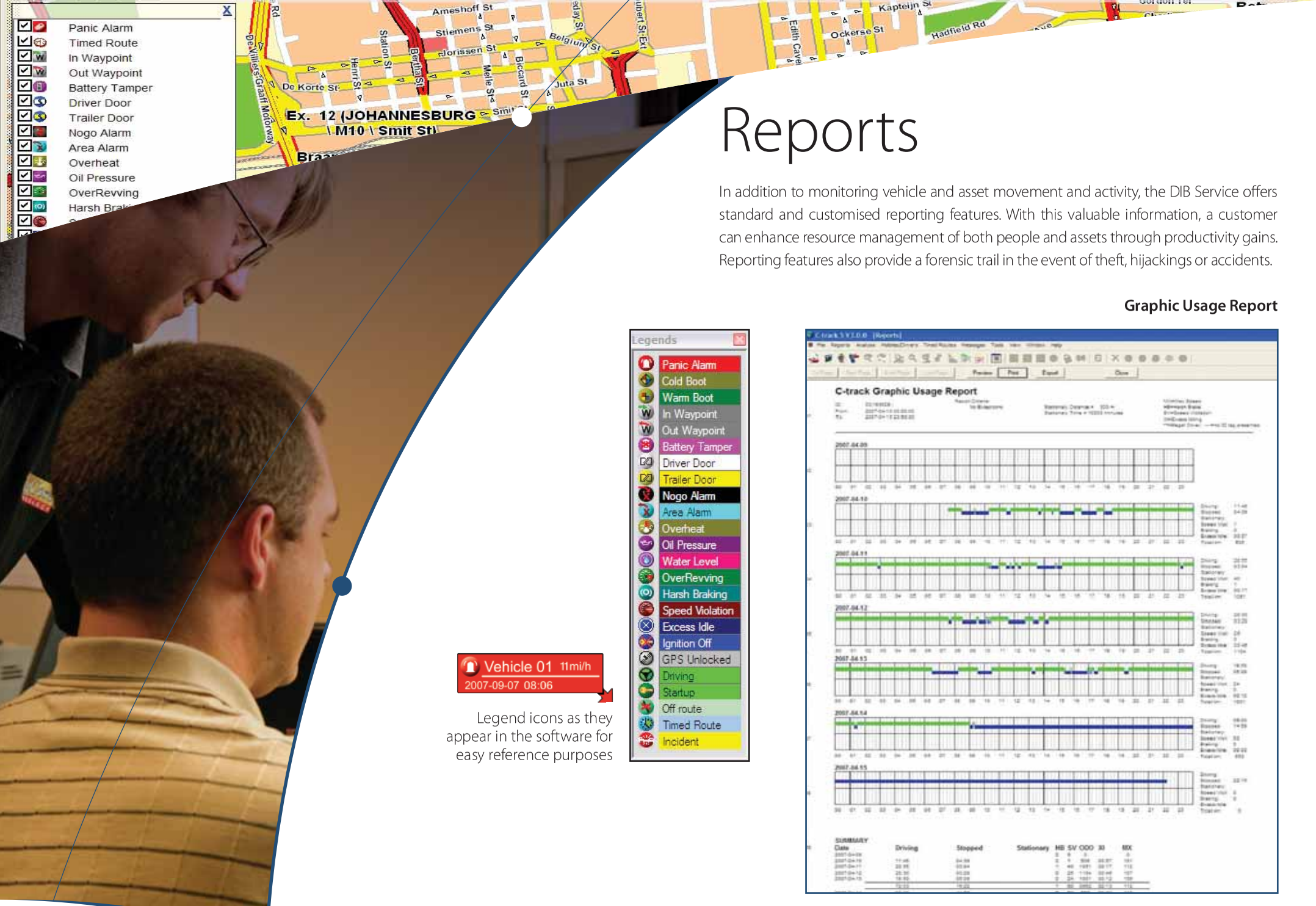
The DIB has an extensive recovery network throughout southern Africa. The resources include the availability of helicopters on an ad hoc basis in the three major South African metropolitan cities and Ground recovery teams that are strategically spread across the country. Ground recovery teams are also based in Mozambique, Zimbabwe, Botswana, Zambia and Namibia to recover vehicles that have already crossed the borders. Networking structures are also in place throughout Europe to provide resources for recoveries if required.

Our SVR services include the following:

- Protocols for alarm monitoring, response and reporting are pre-defined by clients and enforced by DIB. The DIB consults with clients to create escalating response protocols, which can easily be modified if necessary. Protocols and systems are pre-determined so that key personnel can be reached at the office, at home or on the road.
- Immediate implementation of the response protocol, which includes contacting key personnel or the authorities identified by the client, in the specific order specified by the client when an exception alarm is received.
- Activation of recovery teams and monitoring of the recovery process until the vehicle is recovered or the search is called off
- Safeguarding of the vehicle until the customer collects or requests that the vehicle must be towed away.
- Free towing of recovered vehicles and storage at a safe venue, should it be requested by the customer. Storage fees will only be charged after 24 hours of storage.
- Detailed reports for each incident that include hijackings, thefts and/or accidents. These reports also provide in-progress or resolved status and reviews and analysis of all SVR related incidents.

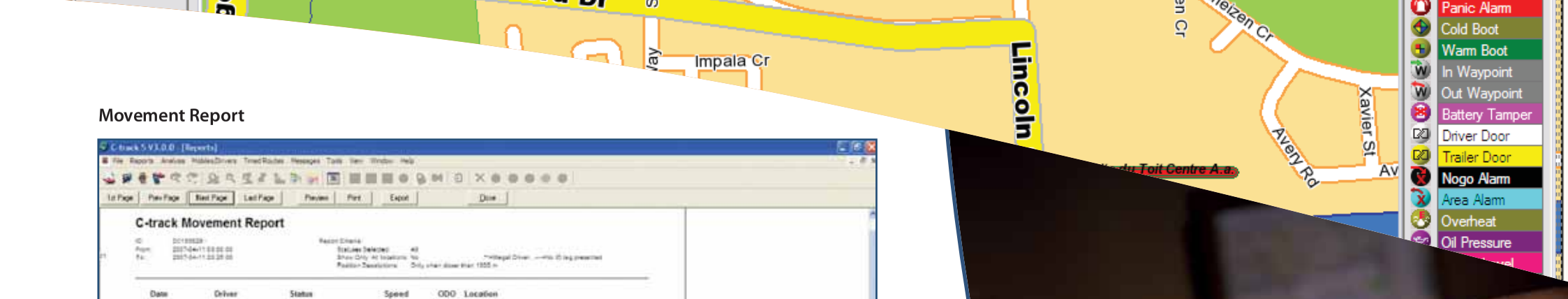
Reports

In addition to monitoring vehicle and asset movement and activity, the DIB Service offers standard and customised reporting features. With this valuable information, a customer can enhance resource management of both people and assets through productivity gains. Reporting features also provide a forensic trail in the event of theft, hijackings or accidents.

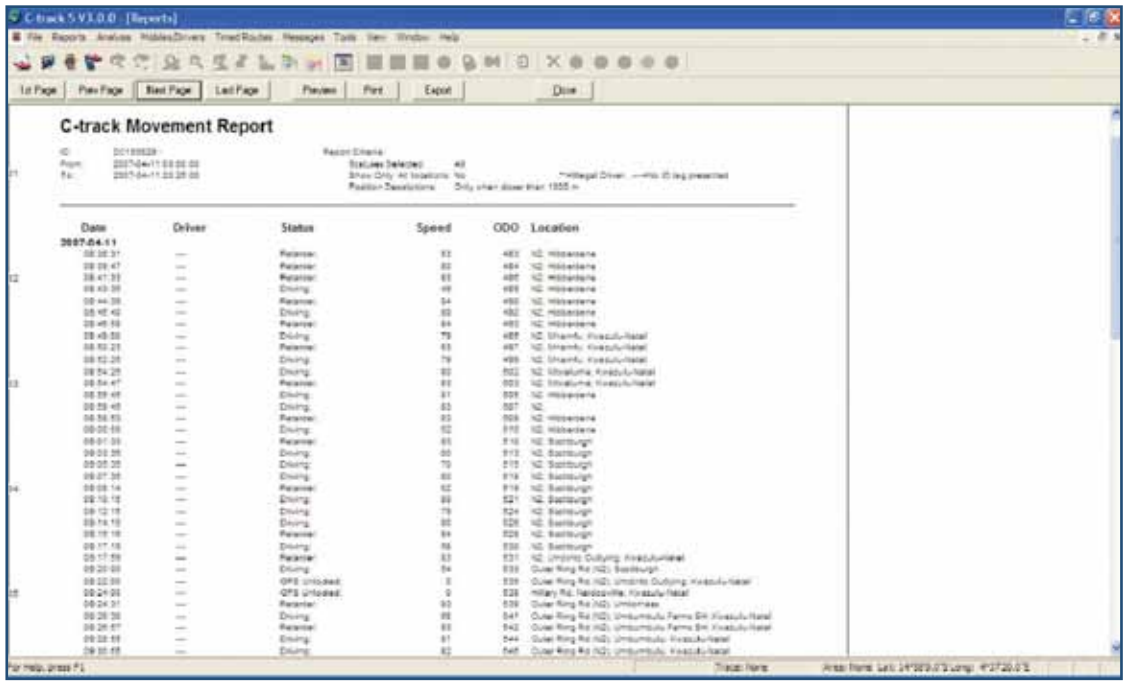


Legend icons as they appear in the software for easy reference purposes

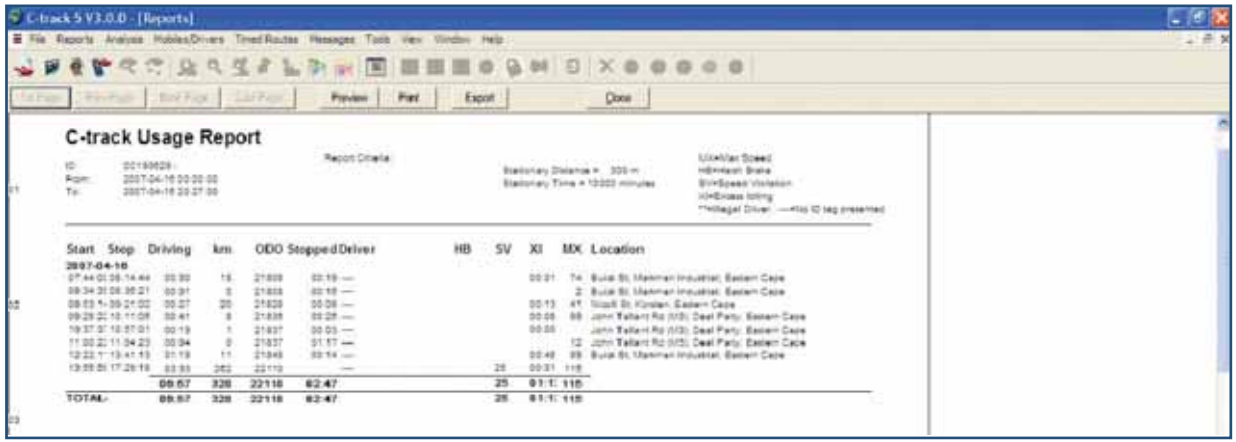
Graphic Usage Report

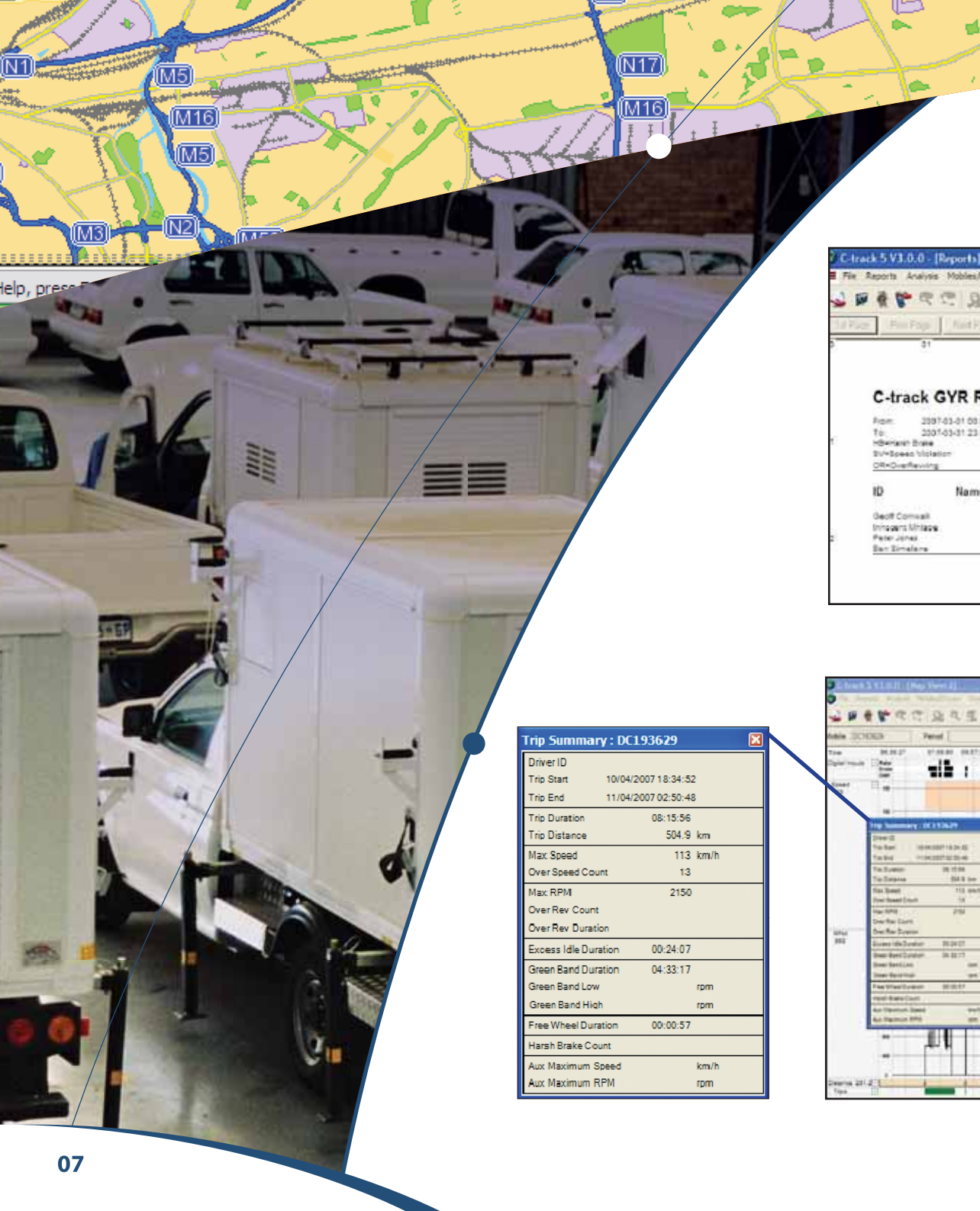


Movement Report

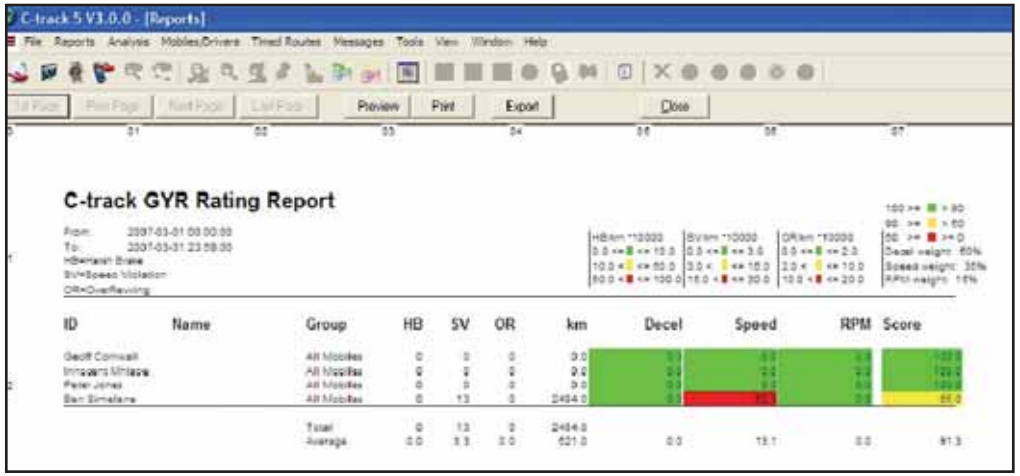


Full Usage Reports

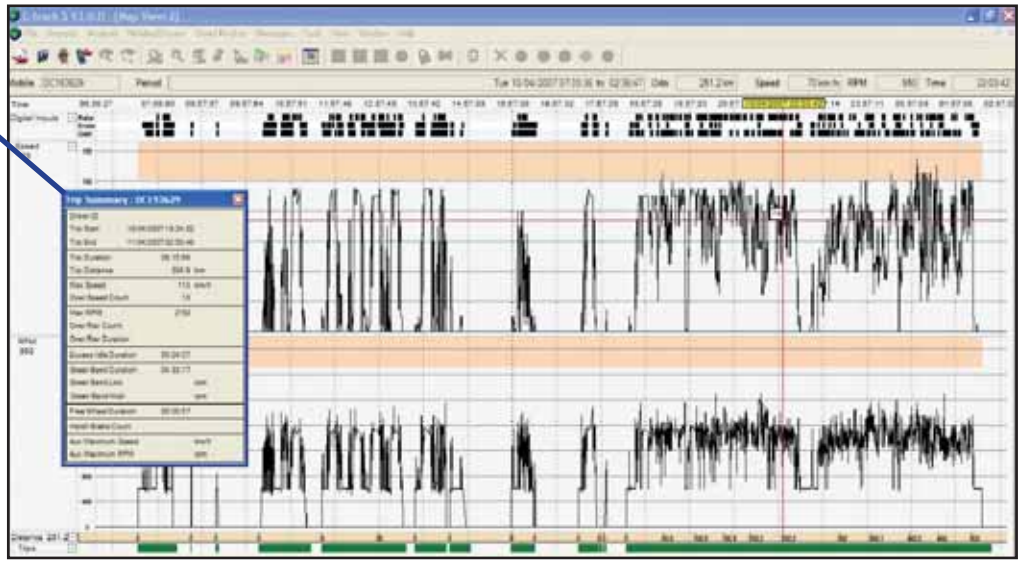




GYR Rating Report



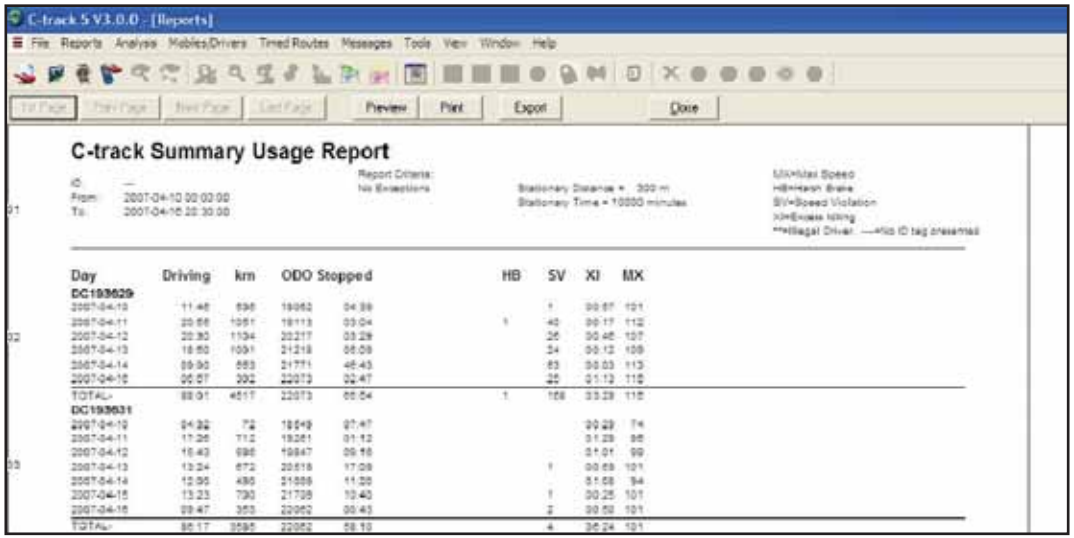
DMM Tacho Report



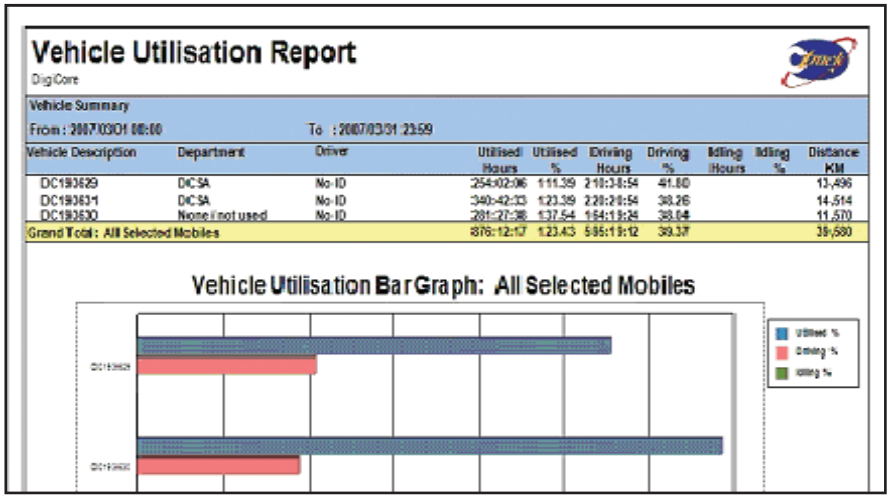
Trip Summary : DC193629

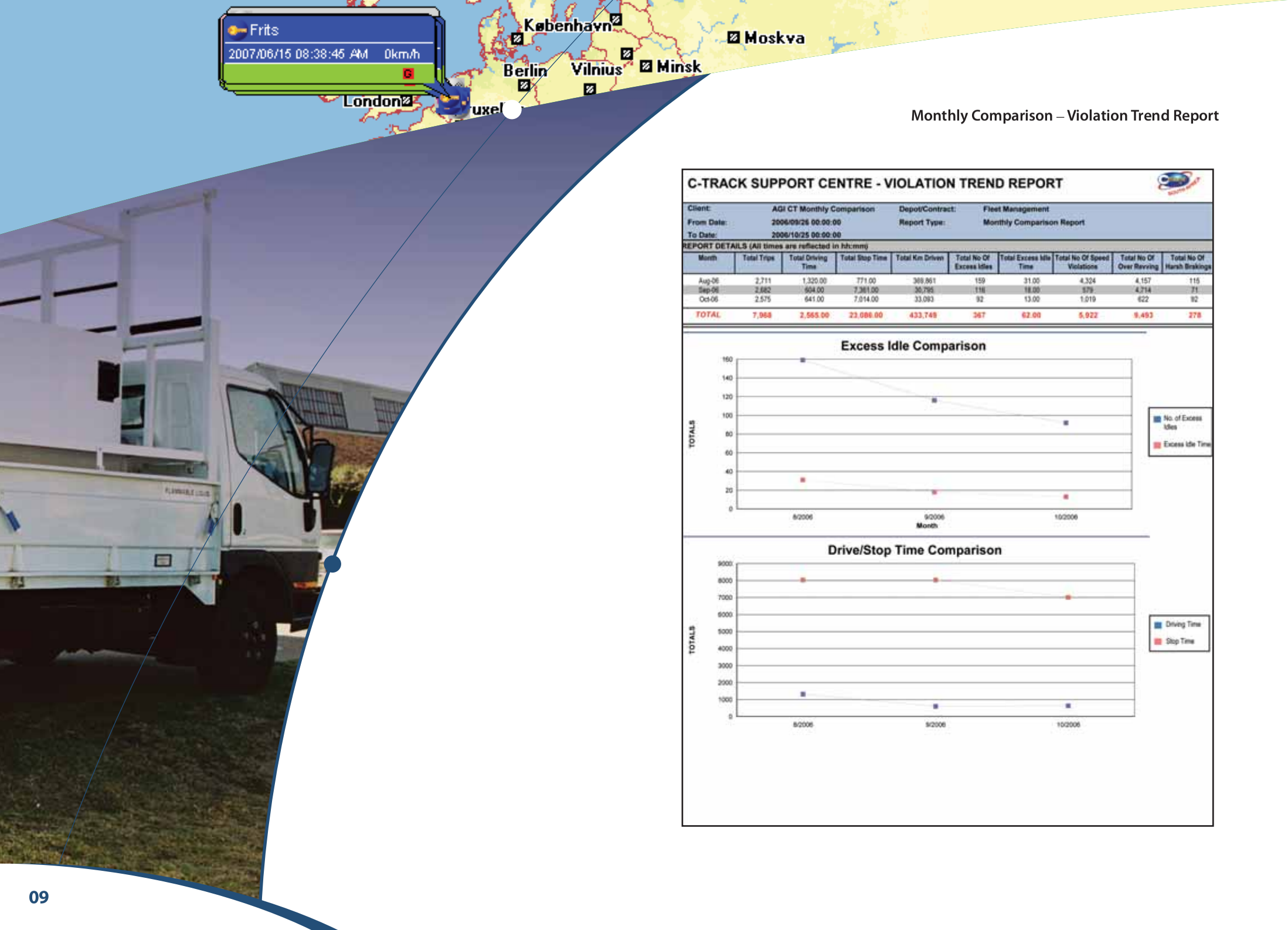
Driver ID		
Trip Start	10/04/2007 18:34:52	
Trip End	11/04/2007 02:50:48	
Trip Duration	08:15:56	
Trip Distance	504.9	km
Max Speed	113	km/h
Over Speed Count	13	
Max RPM	2150	
Over Rev Count		
Over Rev Duration		
Excess Idle Duration	00:24:07	
Green Band Duration	04:33:17	
Green Band Low		rpm
Green Band High		rpm
Free Wheel Duration	00:00:57	
Harsh Brake Count		
Aux Maximum Speed		km/h
Aux Maximum RPM		rpm

Summary Usage Reports



Summary Usage Reports





Monthly Comparison – Violation Trend Report

C-TRACK SUPPORT CENTRE - VIOLATION TREND REPORT

Client:	AGI CT Monthly Comparison	Depot/Contract:	Fleet Management
From Date:	2006/09/26 00:00:00	Report Type:	Monthly Comparison Report
To Date:	2006/10/25 00:00:00		

REPORT DETAILS (All times are reflected in hh:mm)

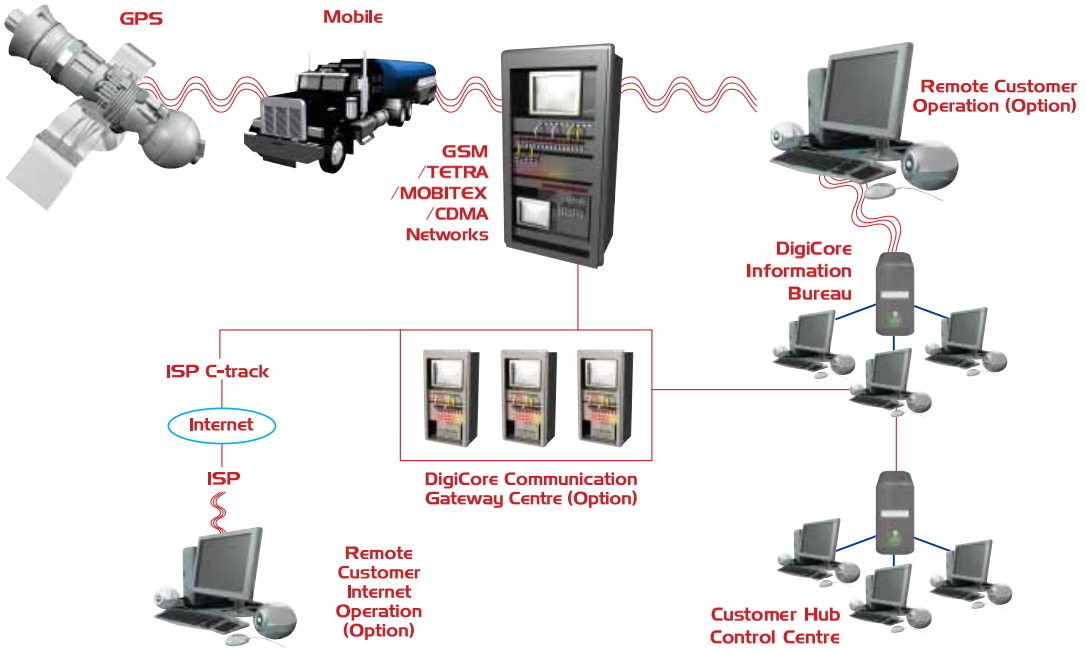
Month	Total Trips	Total Driving Time	Total Stop Time	Total Km Driven	Total No Of Excess Idles	Total Excess Idle Time	Total No Of Speed Violations	Total No Of Over Revving	Total No Of Harsh Brakings
Aug-06	2,711	1,320.00	771.00	369,861	159	31.00	4,324	4,157	115
Sep-06	2,682	604.00	7,361.00	30,795	116	18.00	579	4,714	71
Oct-06	2,575	641.00	7,014.00	33,093	92	13.00	1,019	622	92
TOTAL	7,968	2,565.00	23,086.00	433,749	367	62.00	5,922	9,493	278

The following reports are available:

- **DMM Tacho Report:** Continuous high resolution second-by-second recording of speed and RPM which can be cross-referenced to a geographical location.
- **Graphics Usage Report:** 24-hour vehicle productivity is displayed graphically with data summaries such as time driven, kilometres travelled, exceptions and so on.
- **GYR Report (Green, Yellow, Red):** The GYR Rating Report is a new report based on the existing C-track Driver Rating Report. This new report displays driver ratings in a graphical manner. The weights that influence the driver ratings are set in the System Parameters; so that access control can be applied to those ratings (users with password rights to change system parameters can change the ratings).
- **DMM Utilisation Report:** Managing vehicle usage and optimising availability to enhance productivity.
- **Movement Report:** Historical trip information such as exceptions, speed, locations, odometer and so on can be reviewed.
- **Full Usage Report:** Trip-by-trip analysis of the day's activity and usage. It displays information such as trip start and trip end times, driving times, distances travelled, and trip violations, etc.
- **Summary Usage Report:** It provides a detailed summary of each vehicle's activities, i.e. speed, location, etc. for a specified period.
- **Vehicle Comparison – Violation Trend Report**
  - Report A: Excess Idle and Drive/Stop Comparison.
  - Report B: Total kilometre Driven Comparison, Total Trips Comparison and Harsh Braking Comparison.
  - Report C: Over-revving Comparison, Total Speed Violation Comparison and Total Excess Idle Time.
  - Report D: Monthly Violation Trend Report (All Comparisons).

C-track Technology at a glance

Using GPS and GSM technology, we take care of downloading data and safe storage of this information, from any of our installed C-track products. Our advanced communication technology allows the customer several different options to monitor and have control over their fleet as indicated in the diagram below:



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