



New dispatch feature in WEBFLEET® set to help firms raise their customer service level

Amsterdam, 17 April 2012 – TomTom WEBFLEET now includes a new dispatch feature based on shortest travel time that will help businesses respond more rapidly to customers and deliver higher service standards.

The online fleet management application WEBFLEET® provides planning and dispatching of mobile workers to customers based on the quickest arrival time as opposed to the closest distance to customers. WEBFLEET provides accurate arrival time taking into account the actual and expected traffic information on route to the customer for each vehicle in the fleet. It provides customers with a complete overview of their vehicles' estimated arrival times (ETA). This allows the customer to pick the correct vehicle for the job.

"This is an exciting development that gives companies a time-accurate planning option to help improve response times and standards of service," said Thomas Schmidt, Managing Director of TomTom Business Solutions.

"With our travel time based planning customers can be reached quicker than with traditional dispatching based on shortest distance." "Businesses can inform customers of ETAs at the touch of a button, rather than keeping them waiting or being left in the dark over when to expect the arrival of a service engineer, sales representative or delivery ."

Independent research has recently proved that vehicle routing and ETA calculations powered by TomTom's HD Traffic and IQ Routes are the quickest. According to the German Aerospace Centre (DLR), these save drivers the most time and money, reducing average drive times by 13 per cent and up to 30 per cent in congested areas.

Travel time based dispatching has been made available to all customers of TomTom Business Solutions as part of their WEBFLEET subscription.