

RAC Custom Software

MW810
Mobile Workstation



RAC CUSTOM SOFTWARE



RAC members are happier



RAC in Western Australia contracted MetroView to develop a custom software solution for their new Motorola hardware solution running Microsoft Windows XP, installed in the RAC vehicles.

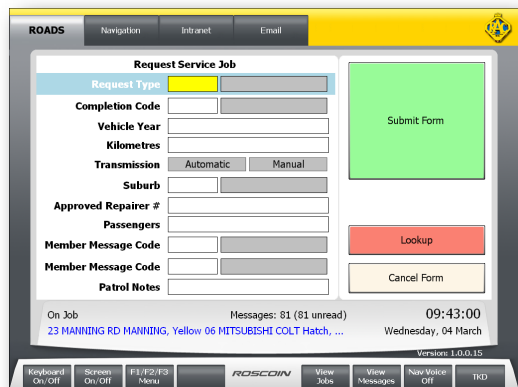
The turnkey solution in the vehicle provides the user interface for job acceptance, database interrogation, reversing camera, corporate connectivity, email and GPS satellite navigation. The software also manages two separate wireless connections simultaneously, for guaranteed delivery of information.

A simple to use touch screen interface was developed by MetroView allowing the driver to interact with the terminal without requiring complex PC skills.

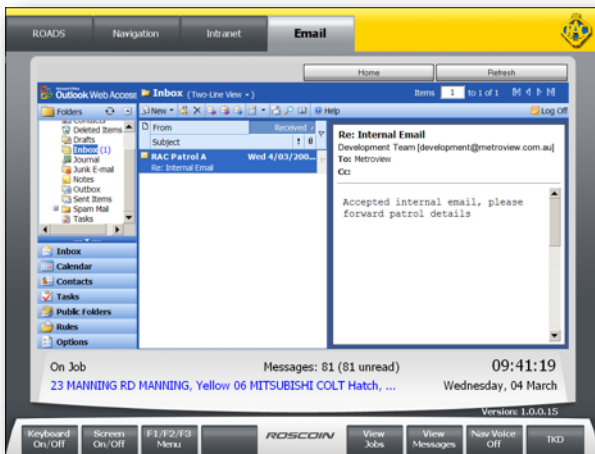
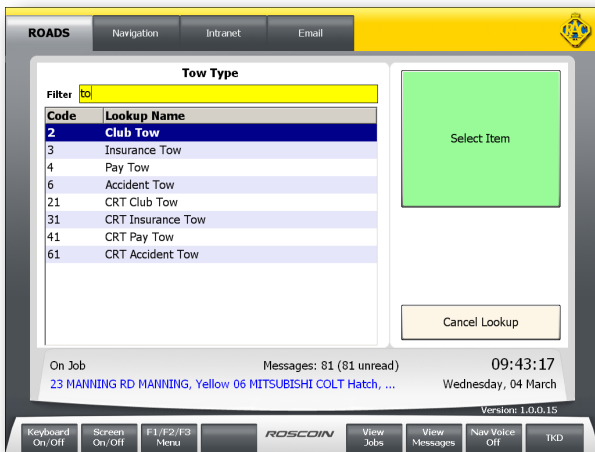
MetroView worked in close consultation with RAC throughout the project to clearly understand internal business processes and guarantee the final delivery met the requirements.

A detailed design phase was first produced by MetroView. Throughout the project, constant milestones were adhered to allowing RAC to closely manage and test the progress.

The MetroView navigation engine was integrated with the solution. The driver has the ability to accept a job and then select 'take me to the job'. A large, clear and detailed map including land plot outlines and street numbering is available on the 12" screen. Clear spoken turn instructions are provided via text to speech technology.



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Some key features of the software are:

- **Secure connectivity** - use of a private APN on the Telstra NextG network in combination with various RAC system passwords provides acceptable corporate security.
- **Job dispatch management** - the software provides a complete solution for receiving, acknowledging and completing jobs.
- **Navigation** - an integrated satellite navigation solution allows the driver to accept a job and then be automatically navigated to the destination.
- **Database access** - allows the driver to interrogate the RAC vehicle database for specific information on vehicle models.
- **Intranet** - allows the driver to be connected to the corporate RAC Intranet as if they were at a desk in the RAC building.
- **Email** - provides full access to corporate Outlook email accounts.
- **Reversing Camera** - A reversing camera has been fitted to the vehicle. The MetroView software will automatically display the video image on the screen when the car is in reverse gear.
- **Safety** - A remote emergency activation capability is supported. A wireless pendant is with the driver at all times. When activated, an alert message is sent back to base.
- **Complete customisation** - the solution was developed exactly to RAC requirements.
- **Text to Speech (TTS)** - TTS used within the navigation can also be implemented as voice prompts throughout the software, such as announcing a new job.
- **Customisable interface** - most of the design and display is able to be customised by RAC without the requirement for software changes.
- **Automatic Updates** - a new software update can be centrally distributed to the remote hardware in all vehicles.

"Metroview have created for RAC, an extremely functional and yet very easy to use solution. Their ability to create simple and flexible solutions to complex problems is outstanding, as is their professionalism and commitment to their work. Metroview's flexible and friendly approach to development allowed RAC to make changes during the construction of the solution, without any of the issues usually found in dealing with software vendors and changing requirements."

RAC look forward to a successful rollout of the solution, which will enable a level of communication and access for our mobile workers that we were previously unable to achieve. This would not have been possible without the significant effort and quality of work provided by Metroview." Steve Nickolai, Executive Manager, Contact Centre and Motoring Operations, RAC.

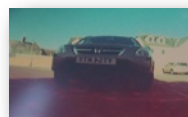


MOTOROLA



CONNECTIVITY

RAC own a PRN (Private Radio Network). RAC also selected the Telstra NextG network for mobile communications. The MetroView software simultaneously manages both wireless connections to guarantee the delivery of data across the best available wireless path.



TOTAL SOFTWARE MANAGEMENT

The MetroView software manages all facets of the in vehicle equipment including the wireless communications, reversing camera video display, navigation, job dispatch, corporate connectivity, database access, wireless panic switch, Intranet and email.



REMOTE MANAGEMENT

RAC is based in Perth, WA. MetroView is based in Newcastle, NSW. The distance between the two companies is approximately 6 hours by plane. MetroView demonstrated a successful delivery despite the distance between the two companies. A combination of onsite presence where required and continual communication remotely meant that the distance was no inhibitor to completing the job.