

mobile

There is EFFECTIVE CARING and then there is CARING EFFECTIVELY

At **IKI Mobile** we know how it is deliver effective care services, whilst remaining safe at work. **IKI Mobile** are also committed to ensuring that you are able to deliver such services effectively, by saving time and improving the service your drivers and the support team back in the office can provide.

SmartCare from **IKI Mobile** combines all of the important factors for effective mobile care:

- ▶ Distribution of all fixed schedules to the appropriate vehicle and driver
- ▶ Lone worker monitoring for field staff with auditing and escalation procedures
- ▶ Flexibility to issue ad-hoc jobs and deliver real-time passenger information updates
- ▶ Ability to record vehicle and driver data, for timesheets and fleet management
- ▶ Provide the myriad of forms and reference material that are part of today's care services
- ▶ Ensure drivers have secure access to sensitive passenger data and relevant maps
- ▶ Hands-free mobile phone and automatic data transfer back to the office at pre-set times
- ▶ Cater for instant new jobs and unexpected passenger additions or no-shows
- ▶ BSOG format claim reports

The beauty of SmartCare?.....All of the above are achieved without any paper!

Your preferred scheduling system continues to provide the route and passenger management that you currently enjoy. **IKI Mobile** will use this data and either distribute those schedules to your vehicles or offer an intermediate job/vehicle/driver/shift allocation and monitoring and reporting capability, to enhance management service and get the best from your new interactive mobile care workforce.

You choose how frequently you want to send data out to the field and how frequently you want updates from the field. **SmartCare** will exchange that data without the driver needing to even be aware. No "send now" button. No dial and wait. No redial or retries. At the same time your ad-hoc instructions and passenger information can be sent out at any time during the working shift. **SmartCare** can extend to on-line, on-screen vehicle tracking, to monitor where your vehicles are and how many jobs, or passengers, are outstanding. You may choose to include the option of **SmartCheck** to enable vehicle defects to be recorded at the start of each journey.

To achieve all this, a hand held computer, or PDA, is installed into each vehicle in your mobile care fleet. As needed, journeys, passenger pick-up lists, special instructions, maps, driver timesheets and electronic risk assessment, accident report and vehicle inspection documents are sent to the appropriate vehicle and offered to the driver at the appropriate time. On board software is provided designed with clear and easy to use data entry screens. No fiddly buttons. No tiny screen selections.

At the beginning and end of each journey and shift, the time, mileage and vehicle status are recorded. A summary of the shift is shown to the driver, signed and returned to your central system. During the shift, data can be fed back to the office regarding each journey or leg event, ensuring that the fleet manager remains in touch with progress. Any changes to the schedule, whether reported by a passenger or day centre can be sent to the driver at any time to reduce unnecessary journeys, mileage and fuel.

If you support a lone worker policy for your drivers then IKI's LoneCare® can work alongside SmartCare, to monitor the driver's safety via an automated request schedule with a manual-only response. See our LoneCare® brochure for more information.

For further information, or a demonstration, call us on +44 (0)1952 259520
Email info@ikimobile.co.uk or click on www.ikimobile.co.uk

SmartCare from IKI Mobile – Reduce Risk, Increase Efficiency

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