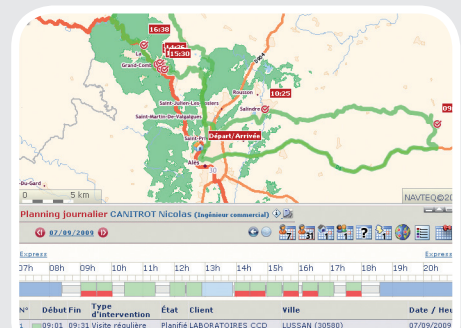# Opti-Time

A complete geo-optimisation and scheduling suite

A full web solution, Opti-Time is a geo-optimisation and scheduling software suite which manages appointment, customer service and delivery schedules. From booking appointments to optimising movements on the ground via the definition and consideration of business constraints, Opti-Time provides mobility decision-makers and operational staff with a comprehensive and customised solution for pinpoint, relevant, rapid and lower cost calls.

The Opti-Time suite is available in two versions:

Opti-Time GeoScheduling

Opti-Time GeoScheduling continuously looks for the best possible scheduling of your activities. Thanks to its web architecture, information is immediately shared and activity constantly optimised: real-time appointment management, insertion of new events, updating schedules, emergency management… Geo-planning improves team efficiency from appointments to movements on the ground.

Opti-Time Global GeoScheduling

Beyond continuous optimisation, Opti-Time Global GeoScheduling enables planners to reorganise several resources' diaries over several days in one operation, thereby achieving the best possible optimisation. The application optimises scheduling management by linking activities, diaries and movements. The power of its optimisation algorithms makes it possible to cut total mileage and to reduce time spent on the road while complying with operational constraints.

Integration

Whether as a complete software suite or optimisation components, the Opti-Time solution readily integrates into different legacy Information Systems (integrated CRM/ERP connectors) and communicates with relational databases and mobile terminals. The web-type interface, the availability of Web services and a data circulation module make for easy deployment.

Discover the main features of Opti-Time

Constraint management

The configuration interface enables you to model sales, technical and logistical activities and integrate the operational constraints: business rules, resource capabilities, clearances, priorities, dates (no earlier than, no later than), cycles, sectors, task types, customer constraints, repeat calls, overnight stays... Constraints can be selected and modified in a few clicks of the mouse.

Booking incoming and outgoing appointments

Thanks to its dedicated call centre interface, Opti-Time is able to suggest, during the call, the optimal and lowest cost appointments that dovetail with already existing schedules.

Risk management

Opti-Time's specific optimisation interface suggests a better task reorganisation template following an unforeseen event in the day (breakdown, accident, absent customer, etc.). It is also possible to reorganise a team's schedule following a number of mishaps, to optimise the day's remaining tasks.

GLOBAL GEOSCHEDULING

Automatic schedule reorganisation

On either a scheduled basis or on demand, existing schedules and new activities are automatically reorganised while maintaining customer commitments and other operational constraints.

Optimisation engine

The solution features a constraint-based optimisation engine to ensure that the solution looked for is the one most compatible with all the availability constraints (availability of customers and technicians) and expertise to be taken into account.

Real-time

Opti-Time links with geo-location servers and mobile terminals equipped with road guidance systems to take account of traffic-related incidents and enable optimal responsiveness and better management of the emergency: real-time data capture and feedback, dynamic round integration, reporting, tasking…

Multi-resource calls

The solution is capable of managing multi-resource call types: two or more resources are required for a given service. Resources can be combined on an ad hoc basis or defined for an entire day.

Viewing schedules

Schedules can be viewed by day, by week or by month, by operator, by resource utilisation rate, by customer site or call group. The data are up-to-date, thanks to the architecture built on a centralised database.

Cartographic display

Complementary and dynamic viewing of customers and tasks, in addition to the displaying of the rounds, enables the scheduler to see with one glance of the map the various tasks located in the vicinity of the resource as a function of their status and/or type.

Geographical services

Opti-Time relies on powerful geographical services: geocoding (bulk or online), cartographic display, search for the nearest (hotel, customer, vehicle…), accurate and realistic route calculation.

Administration

The administration module enables simple and secure management of the application: user profiles, security and access rights, configuration of optimisation parameters...
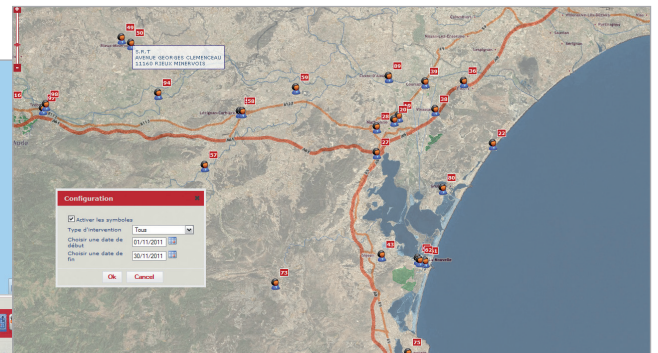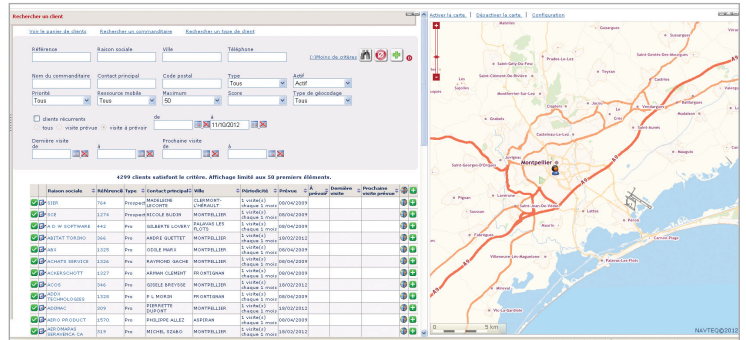
Direct benefits at each stage:

❶ Resource management

A resource's expertise, his working days and hours, where he starts and ends work, when he is unavailable or on holiday, his unusual locations etc; all are taken into account in optimising the schedule.

❻ Activity assessment

Opti-Time calculates the team activity statistics in real-time: calls completed, appointments cancelled, turnover generated…

❺ Efficiency on the ground

Exporting road maps to multiple on-board terminals (TomTom, Garmin...) enables the teams to increase their efficiency on the ground. Data is captured and fed back in real-time. The connection with GPS and associated tracking features also ensure optimal team responsiveness on the ground.
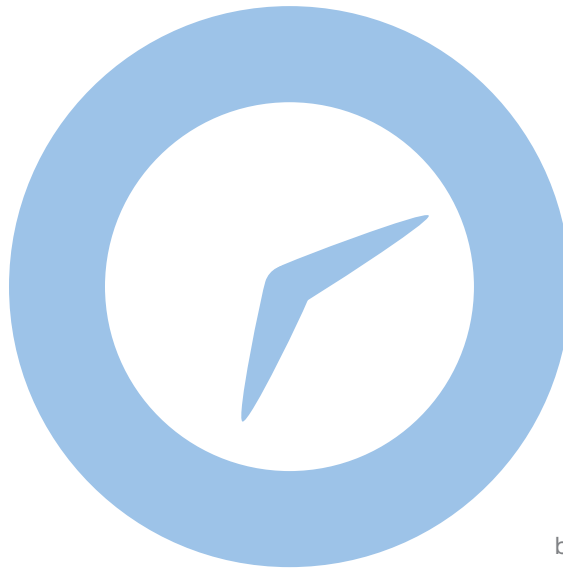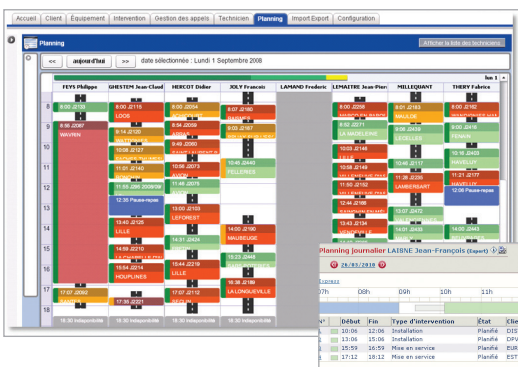
❷ Customer management

The customer database (details, opening hours, call frequency…), is integrated with and directly managed within the solution to ensure reliable and faster appointment booking.

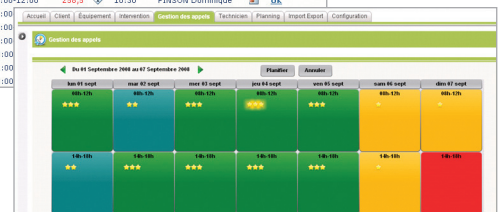## ❸ Looking for the best appointment

Whether we are talking about real-time appointment booking (geoscheduling) or optimising a group of schedules (global geoscheduling), Opti-Time automatically suggests the best possible solution: the lowest cost appointment (reducing the distance travelled), the fastest (customer satisfaction) and the best suited (expertise of the chosen resource). Opti-Time therefore makes it possible to offer tighter delivery slots and better honor one's commitments.

❹ Activity assessment

The schedules of the teams on the ground are optimised and updated in real-time: clear and realistic diaries which ensure that service agents keep their appointments. Displaying the appointments on the map makes for better preparation of the movements.

GEOCONCEPT - Routing & Scheduling

Deliveries and pick-ups

Foodstuffs, supplying supermarkets, press, pharmaceutical products, waste collection...

Anett, Dernières Nouvelles d'Alsace, Ecolotrans, ISS, La Française des Jeux, Le Figaro, Ouest France, Pick Up Services, SARIA, SDVP Le Parisien, SNCF, TAXIS G7...

Multichannel distribution

Home delivery rounds with order taking from a shop or e-commerce site (home shopping, household appliances, electronic equipment…).

Andros, ATAC, BHV Galeries Lafayette, Carrefour, Casino-Cdiscount, Delamaison.fr, KparK, Fnac, Leader Price, Media Saturn, Picard, Thiriez...
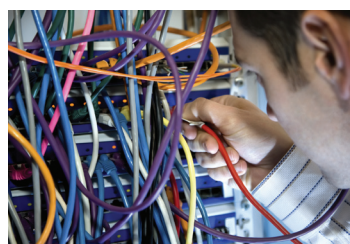
Repair and maintenance

Installation and preventive maintenance calls and emergency call outs with appointments being made by a call centre, heating, industrial installations, facilities maintenance.

Alliance Habitat, Aquassistance, APC MGE, Bubendorff, Cofely, Culligan, Derichebourg, La Poste, Piscinelle, Savelys, Selecta, SPIE, S-Inter, UTC Fire & Sicli & Chubb, Veolia...

Sales forces

Defining sale sectors, territory balancing and optimising sales rounds : prospecting calls, merchandising, etc.

Babyliss, Berner, Coca-Cola, CPM Belgique, EDF, Kimberly-Clark, Lyreco...

Personal services

Home service calls, medical or otherwise : medical calls, home hospitalisation services, delivery of medical equipment to the home, etc.

AGIR à dom, Assistances Médicales Spécialisées, Air Liquid Medicinal, Aliséo, BDOM, Cegedim, DDS Assistance (Don du souffle), GTS Mondial Assistance, Komet France, Orkyn', Santelys, VitalAire...

Assessment, analysis and monitoring

Sampling or analyses, inspections and checks, verifying equipment compliance, certifications, audits or diagnoses.

Bureau Veritas, IPL, Qualigaz, SGS, SOCOTEC...