

Tracker Network (UK) Limited

Interact enables Tracker to gain quick access to key performance indicators and track IT support in a structured manner.

The Organisation

Tracker is the UK leader in stolen vehicle tracking as well as an award winning supplier of fleet management solutions to the telematics industry. Since 1993, Tracker has fitted Stolen Vehicle Recovery, and more recently Vehicle Asset Management systems, to more than 530,000 vehicles including passengers' cars, HGV's, LCV's and plant equipment. Tracker operates from its headquarters in Uxbridge, Middlesex employing over 220 people in seven divisions.

The Objective

Tracker identified a need to enhance communication between their UK based staff, as well as a requirement to publish key performance indicators and manage IT support in a structured manner.

The Solution

After evaluating several intranet providers Tracker chose Interact Intranet Suite as the best method of achieving these objectives. Interact was selected for its versatility and scalability. Tracker wanted to pilot the Intranet before rolling it out across the entire organisation and the initial pilot of 50 users led to a vast reduction in the amount of email circulating throughout the company, which encouraged Tracker to roll out Interact across the rest of their 200 users. This was completed in less than a day due to Interact's scalability.

The Intranet can be accessed from any location, at any time, using a standard web browser, ensuring that employees at all locations can access the Intranet. This helps Tracker to maximise their savings. The familiar web browser interface means that minimal training is required.

As well as core features including Content Management and Staff Directory, Interact's flexibility enabled Tracker to implement an Intranet which contains key business applications to encourage regular usage including instant access to key

performance indicators and to manage IT support in a structured manner.

In addition to the features included in the core system, Tracker selected the following modules:

- Support Desk
- Homepage Manager
- Question Bank
- Football Challenge
- Advanced Security

The Benefits

Communication is enhanced by the Core Interact System, which is a central location for all company related information, news, staff contacts and meeting minutes. Interact reduces the time staff spend looking up information and has led to a decrease in the number of emails circulating with general company information. The Intranet can be updated by non IT staff, ensuring that information is timely and allowing the IT team to concentrate on strategic IT matters.

Users save time looking up key performance indicators, such as management reports and performance graphs, by using the Homepage Manager to gain instant access to the information which is most important to them.



Organisation

Tracker Network (UK) Limited

Sector

Stolen Vehicle Tracking
Fleet Management Solutions

Objectives

- Enhance communication
- Highlight key performance indicators
- Improve IT support

Solution

Interact Intranet

“Odyssey were fantastic. We can already see a decrease in the number of emails that are sent around with general company information.

It's an invaluable induction tool for new starters too- everything they need is in one place and if they have to meet someone in the company, they can just go to the Contacts Section and find a picture of them alongside the information they need”

Carl Novelli

Network Analyst, Tracker Network (UK) Ltd



Service to Tracker UK's IT users is more effective and managed in a structured manner. Users are updated of progress on their support calls. Outcomes are automatically updated, helping the IT department identify frequently experienced problems. The team can then take steps to prevent these problems happening again.

Both the Homepage Manager and Support Desk modules ensure repeat visits to the Intranet as there is a personal gain to the users for using these functions.

The Question Bank module enables Tracker to test their employees' comprehension of important documents like health and safety ensuring that everyone has read and fully understood important documents.

The Advanced Security module gives an

extra level of security in addition to the core security module included with Interact. The module can keep information confidential, or filter information on a 'Need to Know' basis to selected staff. Tracker staff are also able to make faster decisions by filtering information relevant to each user.

Recently, Tracker Network was acquired by the Royal Bank of Scotland to add to its portfolio of motoring services. Over time, this led to a major restructuring of the company to bring it in line with RBS's working practices. Due to the inherent flexibility of Interact Intranet Suite, they were able to rapidly rearrange the Intranet to match the new structure. This saved Tracker time and manpower that would have otherwise been a cost to the company.

Key Benefits

- The Intranet can be updated by non IT staff, ensuring that information is timely and allowing the IT team to concentrate on strategic IT matters.
- Improved communication as Interact is a central location for all company related information, news, staff contacts and meeting minutes.
- Users save time looking up key performance indicators, such as management reports and performance graphs by using the Homepage Manager to gain instant access to the information which is most important to them.
- Users are updated of progress on their support calls and helping the IT department identify frequently experienced problems.
- Interact has allowed Tracker to quickly react to large-scale changes in the business.



Functionality

Staff Directory
Content Management
Alerts (Transactional Messaging)
Search Engine
Security Platform
Configurable Structure
Online System Administration
Support Desk
Homepage Manager
Testing Facility
Football Predictions

Technology

The solution is delivered using the core Interact system, which includes key features such as a staff directory, news section, search facility and staff discussion boards.

The system runs on Tracker's Windows 2000 Server. The site is designed to run from a MS SQL Server 2000 database.



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