

## SouthernLINC Wireless Delivers Robust Wireless Communications and Fleet Management Solutions to A-1 Medical Transporters

### Overview

Based in Fitzgerald, Ga., A-1 Medical Transporters provide medical transportation services for non-emergency needs, including doctor, dialysis and physical therapy appointments. The company's 29 vehicles serve clients throughout south Georgia from Coffee County to the Brunswick area and Florida border.

### Challenge

With such a large service area, A-1 Medical Transporters' fleet is often spread out across multiple counties. Without a fleet management system, A-1's dispatchers were unable to easily determine how to route drivers. While both central dispatch and the drivers had cell phones, the dispatcher had to place individual calls to each driver to ascertain his/her location to confirm which vehicle was closest to a patient's location. It was a time consuming and inefficient way to conduct business. A-1 needed an easy way to manage its fleet and quickly connect with its staff in the field.

### Solution

Based on Motorola's iDEN (Integrated Digital Enhanced Network) technology, SouthernLINC Wireless provided a solution to combine Push to Talk two-way radio, cellular phone service, text messaging and wireless Internet and data access in one hand-held device. Since 2005, A-1's drivers have been equipped with Java™-compatible handsets installed with iTRAK™, a business-grade GPS tracking solution for commercial fleets. Back at the office, A-1's dispatcher can determine a vehicle's exact location and download text- and map-based reports that detail the travels of each vehicle, and since iTRAK's tracking system is Web-based, A-1 didn't need to install software on any of its computers.

"We took a look at other tracking systems online, but representatives from SouthernLINC Wireless and iTRAK took the time to meet with us in person to discuss our communications needs," said Charles Hunter, quality assurance officer, A-1 Medical Transporters. "That personal level of attention didn't end with the sale. The folks [at SouthernLINC and iTRAK] have been in continued contact with me to make sure everything runs smoothly."

## A-1 MEDICAL TRANSPORTERS

Category: Health Care / Data Services

### SouthernLINC Wireless Puts A-1 Medical Transporters' Dispatcher in the Driver's Seat

#### CHALLENGE

A-1 Medical Transporters provides non-emergency medical transportation services for its clients throughout south Georgia. The company's dispatcher needed a quick and efficient way to track and route its fleet in order to keep client pick-up and drop-off times on schedule.

#### SOLUTION

The comprehensive wireless solution from SouthernLINC Wireless provided all of the tools necessary to facilitate communications between A-1's drivers and central dispatch, including premier Push to Talk two-way radio and a GPS-based fleet management solution called iTRAK.

#### RESULT

The real-time vehicle tracking service allows A-1's dispatcher to see which van is closest to a client's location – allowing for efficient transport. What's more, the dispatcher can quickly connect with one or more drivers at the push of a button using Push to Talk two-way radio, instead of manually dialing and placing individual cell phone calls.

#### BENEFITS

A-1 Medical Transporters report that time savings and improved customer service are among the many benefits of selecting SouthernLINC Wireless.

## Benefits

SouthernLINC Wireless has improved communications for A-1 Medical Transporters:

- *Efficiency:* “SouthernLINC Wireless’ network and solutions from iTRAK provide us with up-to-the-minute information on where our drivers are, which lets us route them more efficiently. This ensures that our patients aren’t late for their appointments or stuck waiting to be picked up and driven home – key factors in keeping our customers happy,” reported Hunter.
- *Reliability:* SouthernLINC Wireless is a reliable communications tool for NGB because even under the most severe weather conditions, dispatchers can keep track of their fleet and identify problems within minutes.
- *Instant communications:* “Using Push to Talk two-way radio, our dispatcher can connect with one driver or several drivers at the touch of a button. It saves time from having to manually place cell phone calls to each individual,” stated Hunter.



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