

TESTIMONIAL: DSTMI



Market: grooming for dogs
Use: real time scheduling for Home services.
Product: Opti-Time TomTom Work

Interview with M. Gaoussou Sidibe, director of the company.

THE COMPANY

DSTMI is a company that offers grooming for dogs. DSTMI is a very clever service: groomers go to the place of their customers with fully equipped and autonomous vehicles, in which they take care of the dogs. The company manages the plannings of 5 groomers. Each one complete 6 and 8 missions a day.

THE NEEDS

M. Sidibe has adopted the solution to face 2 needs: improving the working conditions of its groomers, and reducing the costs. He explains: "We really needed to acquire a scheduling software to rationalize the travels of our groomers and to reduce the costs ". The objective was also to improve punctuality to appointments. "It was important for us to respect the time slots of the appointments already given and to propose optimized slots for the new requests of appointment".

THE IMPLEMENTATION OF THE SOLUTION

"Starting with Opti-Time was really rapid", testifies M. Sidibe.

It was divided in two stages. First, the solution implemented was limited to the functionalities of Opti-Time On Demand, and only involved the switchboard operator and its appointment giving task. The plannings were sent to groomers in pdf format by email.

Then, M. Sidibe asked for some customizations of the solution, in order to have functionalities more adapted to the needs of the company. He wanted to parameter different durations for the interventions, depending on the breed of dogs. He also needed to modify the fares depending on the countries, and to define less than 25 minutes slots and travel time. "I was pleasantly surprised by the flexibility of the software, as well as by the rapidity of the adaptations, that were carried out in less that two weeks. "

Secondly, the solution was coupled with TomTom Work. Each one of the groomers has been kitted out with communicating GPS. Every morning, they receive their daily planning by SMS on their TomTom. Then, they receive a second SMS with the data about the first appointment.

As the tasks are completed, the new mission's notifications are automatically sent. "Planning can change many times during a same day. TomTom Work enables us to communicate permanently with our mobile teams, in order to adapt their routes in real time", explains M. Sidibe. The groomers can also communicate in real time with the Call-Center, to inform about any delay or absence issues. The plannings are then re-calculated in real-time.

Finally, the groomers enter into their TomTom the status of the task as well as the data linked to the invoicing (way of payment chosen by the customer and amount for each intervention).

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THE RESULTS

"On the whole, I am completely satisfied of the system", admits M. Sidibe. Oil expenses were really reduced, thanks to a diminution of the number of covered kilometers. Traveling time was also reduced. The groomers spend less time driving, and enjoy more comfort. They receive clear and complete plannings, and don't have to worry about the addresses of their customers.

The payment process is also simplified. It doesn't need paper anymore, and the data are automatically registered. Finally, the slots of appointment fixed with the customers are much more respected.

