



Gilbarco Selects Sidewinder for Real Time Service and Mobile Resource Optimisation

Gilbarco, a global leader in provision of end-to-end fuel retailing solutions, extending from fuel dispensers to point of sale office solutions to forecourt maintenance services, has selected Sidewinder as the supplier of their real-time service and mobile resource optimisation software for vehicle and people resource efficiency.

([PRWEB](#)) May 9, 2004 --Gilbarco has over 30,000 integrated point-of-sale systems and over a quarter of a million forecourt card payment devices in operation around the world. Gilbarco selected Sidewinder to provide a real-time resource scheduling solution for their UK National Service Team. The solution will ensure maximum utilisation of Gilbarco's 180 engineers who deal with around 750 jobs per day. It will also help streamline business processes and deliver increasingly sophisticated levels of service to Gilbarco's customers.

Brian Ellis, Operations Director, Gilbarco, comments, "Sidewinder has provided us with an important business "Real-time" planning tool. The selection of the Sidewinder software by Gilbarco, and the immediacy of response it provides, will help us to achieve better utilisation of our engineers and provides a win-win for our customers and ourselves. Such tools are invaluable in today's competitive customer service driven environment. Gilbarco expects to quickly see an increase in resource productivity, on time delivery of the service & the ability to service more customers. Immediate plans are to use Sidewinder to support the repair and maintenance aspects of the business. Later expansion may result in Sidewinder also being utilised on the installation side of the business."

With a proven track record of successful software implementations, Sidewinder's sophisticated solution is designed to handle situations where customer requirements are continually changing. The system has unique, dynamic scheduling facilities and provides real-time control over operations. The new system will automatically schedule a high proportion of calls that come into the National Service Department from customers. New inbound calls are then planned together with existing calls to maximise engineer productivity. Sidewinder's automated route planning and efficient time window allocation will result in faster more efficient scheduling, whilst maintaining high service levels and providing increased flexibility. The software continually calculates all the routes and schedules, automatically accounting for engineer availability, skill levels and road network details, as well as time needed to complete each call request.

"We selected Sidewinder over other vendors like Viryanet, because of their ability to schedule complex requirements in real-time and to configure the schedule in alignment with Gilbarco business goals. In addition Sidewinder is compatible with Gilbarco's existing technical infrastructure and its ability to integrate easily with existing solutions supported our decision to select them." continued Ellis.

Derek Brown, European Sales Director, Sidewinder, was equally pleased to add Gilbarco as a client. "The Sidewinder software provides a great fit for companies like Gilbarco who are focused on providing the highest level of customer services whilst optimising resources. It has been immensely satisfying working with them and to see what a forward-thinking company could achieve when determined to get the most from our business software."

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ABOUT THE GILBARCO GROUP

Gilbarco is a leading global supplier of fuel dispensing and control equipment, fully integrated point of sale systems and back office accounting systems for the global petroleum marketplace. Gilbarco is headquartered in Greensboro, North Carolina with sales, manufacturing, research, development, and service locations in North and South America, Europe, Asia, the Pacific Rim and Australia. Gilbarco, Veeder-Root and Gasboy are wholly owned by the Danaher Corporation (NYSE: DHR), headquartered in Washington DC, a leading manufacturer of Process/Environmental Controls and Tools and Components.

ABOUT SIDEWINDER EUROPE

Sidewinder Europe is a leading provider of Real Time Optimisation solutions that maximise service revenue and customer responsiveness while minimising costs for mobile resources. Sidewinder is headquartered in USA with offices in North America, Europe, and Asia Pacific. For more information about Sidewinder Europe, visit <http://www.sidewinderholdings.com> or please contact:

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