

MAPINFO CORPORATION, INC., – WWW.MAPINFO.COM (NASDAQ: MAPS)

MapInfo Corporation, Inc., a global software company that integrates software, data and services, helps customers realize greater value from location-based information and drive more insightful decisions. MapInfo is a \$100 million company providing location intelligence. MapInfo's expertise is delivering a complete solution with:

- at-a-glance mapping;
- pinpointing locations by latitude and longitude;
- routing;
- data and demographic analysis; and,
- consulting, training and technical support.



With location intelligence, customers can address specific problems, make better decisions, easily profile and analyze their customers and build and deploy cost effective customer relationship management solutions.

TRANSDECISIONS – WWW.TRANSDECISIONS.COM

TransDecisions, a MapInfo partner, supplies enterprise software solutions for logistics, location and transportation applications. By leveraging location information and integrating it with data and processes, TransDecisions enables businesses to manage the supply chain by:

- synchronizing customer commitments with fulfillment capabilities;
- enhancing customer service while reducing costs;
- integrating customer ordering, scheduling and fulfillment;
- defining and monitoring ongoing service and profitability goals;
- utilizing linear referencing and dynamic segmentation; and,
- implementing specialized routing and decision support applications.



OUR JOINT OFFERING: LOCATION-ENABLING THE FLEET

Together, MapInfo and TransDecisions offer a fully scalable, real-time dispatch, location-enabled enterprise fleet management solution. The solution is Oracle®-enabled and delivered using MapInfo® MapXtreme®, a powerful Java™-based mapping server, and TransDecisions TransFleet™, a fleet management solution for the support of large fleet logistics and dispatch operations. The TransFleet solution includes real-time weather and traffic feeds to help optimize dispatch and ensure that the most accurate and cost-efficient methods are used. Integrating this with MapInfo's spatial data applications and products, such as MapInfo® MapMarker® and MapInfo® StreetPro®, multiple service addresses can be accurately displayed on a detailed street map and used for real-time tracking and decision making.

The MapInfo/TransDecisions partnership delivers a full suite of location intelligence services for a field operations team. The fleet is location enabled with the deployment of global positioning technology, which allows for AVL (Automated Vehicle Location). This is integrated with the enterprise dispatch system using a wireless network. Real-time location feeds of all dispatched trucks can be viewed in the mapping display window at the dispatch centers with full interactive capability.

MapInfo's miAware™ platform adds an additional dimension to this powerful solution. MapInfo® miAware™, which is Java-based and can be integrated with Oracle, provides users with the ability to link job orders to mapping, dispatch and other field-related activity. This information can then be sent to the drivers via a wireless connection on virtually any handheld mobile device, including Palm and Compaq iPAQ.

MapInfo and TransDecisions provide the first Oracle-based, enterprise-class mobile logistics solution for large fleets. This solution provides the ability to more accurately plan and schedule truck routes and stops, optimizing the fleet using the most cost and time-efficient methods. ROI is achieved quickly by providing enhanced fleet visualization, maximizing the number of stops per day and reducing the fixed costs related to maintenance, fuel usage and other types of usage.

CAPABILITY SPOTLIGHTS

SPECIALTY CARRIER

Regardless of the size and complexity of the fleet and the disparate products and materials that need to be carried, the MapInfo/TransDecisions mobile logistics solution will accommodate them. By allowing an unlimited range of user-defined criteria, any number of vehicle types can be paired with appropriate cargo, and matched to drivers with the right experience and skills. In addition, this solution will calculate the time frame, the job priority, relevant revenue potential, regulatory data and business rules, then provide the drivers with the fastest, most easily driven route.

Traffic slowing your dispatch down? The MapInfo/TransDecisions mobile logistics management solution can monitor road conditions and traffic situations, adjusting schedules and routes to decrease drive time significantly, while insuring that vehicles take the safest routes. Road and weather data can be mapped to actual vehicle speeds, and specific vehicle characteristics can be considered. New routes can be created as needed, and problems flagged to the dispatcher immediately.

How difficult will it be to coordinate this solution with your existing operations? You already have the tools you need. The MapInfo/TransDecisions mobile logistics management solution is not only the most configurable; it is also the most easily integrated. This is the only large-fleet solution that is Internet-ready. Dispatchers and drivers can use the system in their existing web browsers, and scheduling information can be sent as needed to wireless phones and PDA's using MapInfo® miAware™.

CAPABILITY SPOTLIGHTS

SERVICE FLEETS

Service fleets must be flexible. Whether dealing with a major crisis affecting thousands of homes and businesses, or dealing with the needs of hundreds of customers – all of whom have their own schedules – the dispatch team of a service fleet must be constantly updating and maintaining assignments and routes, often weighing hundreds of variables. Only the MapInfo/TransDecisions mobile logistics management solution can use company-created protocols to assign critical work to the most capable technicians with the most sophisticated equipment, and reschedule other workers to take over lower-priority jobs.

Job time, job priority, drive time, traffic, weather, vehicles, technical abilities and hundreds of other factors are evaluated repeatedly during the day to update schedules and routes as circumstances dictate. When a stop is completed, a new order entered, or a job takes much longer than expected, the entire route can be reconfigured and the new schedule issued. With global positioning technology integrated into the logistics system, managers can track technicians via a wireless network, enabling interaction between the dispatch desk and the field. Over time, as data is received, job duration estimates can become more precise and schedules adjusted accordingly. In addition, companies can monitor inventory used throughout the day and track where it went, who used it and what supplies need to be restocked at the end of the day.

WASTE MANAGEMENT

A waste-management organization must contend with many kinds of services – from commercial and biomedical to residential curbside pickup. With only specific drivers and specific vehicles authorized to handle particular materials, dispatch must carefully match driver skills and equipment with pick up and disposal tasks. The MapInfo/TransDecisions mobile logistics management solution is specifically designed to account for these kinds of business rules and processes, and can also account for an unlimited number of variables, including time frames and complex pickup areas.

Multiple geographic locations can be configured from any set of data: street, addresses, longitude and latitude coordinates, ZIP code areas, areas formed from MapInfo-supplied demographic or customer-specific information or lanes defined by the customer. Companies that use standardized routes can adjust them at need. An unbalanced route can be flagged and reconfigured, or routes can be optimized routinely on any schedule.

“LESS THAN LOAD”

Drivers need to meet customers at specific times. No one likes to be kept waiting. The driver loses time, his company loses money, and the customer loses patience. The MapInfo/TransDecisions mobile logistics solution can keep everybody happy.

Customers don't have to wait. As calls come in, potential and existing customers can be presented with a range of possible appointments, decreasing their need to wait for a block of time. On the day of service, customers can find out where the driver is in his rounds and meet him when he arrives. A customer can be placed in the routing schedule days in advance, and be notified by phone, e-mail or fax automatically before the service occurs. If a customer needs to change the appointment time, a new time and date can be scheduled, and the change in scheduling can be handled instantly.

Technicians can get their jobs done without waiting. Drivers have the ability to start from home, eliminating the need to pick up a schedule that's useless halfway through the day. If a customer doesn't show, a new schedule can be assigned instantly and the customer can be contacted with a range of alternatives. Assignments and routing can be sent directly to a phone, PDA or laptop, so there is no need for drivers to call in and wait for new directions.

With the capability to integrate data, technicians have access to all customer information and dispatchers can readily and easily produce management reports – which will show increased revenues and decreased costs. Optimization reduces drive time and the number of miles driven, decreasing fuel costs, vehicle maintenance costs, and, potentially, the number of vehicles needed. Optimization increases the number of orders handled in a day, resulting in more orders being processed. Additional savings can result from decreases in overtime and the disruption caused by a crisis, while increasing the utilization of slow periods. Improvements in customer service can substantially decrease the number of calls to the service department, further reducing costs, and increasing customer retention.

