Alberta Municipality Supervisor Association (AMSA)

Aware360 Update

Overview

Approximately 2 months ago Aware360 presented at the AMSA conference in Edmonton. This document is intended to provide an update of what we have been up to since that time and what we are planning in the coming weeks and months.
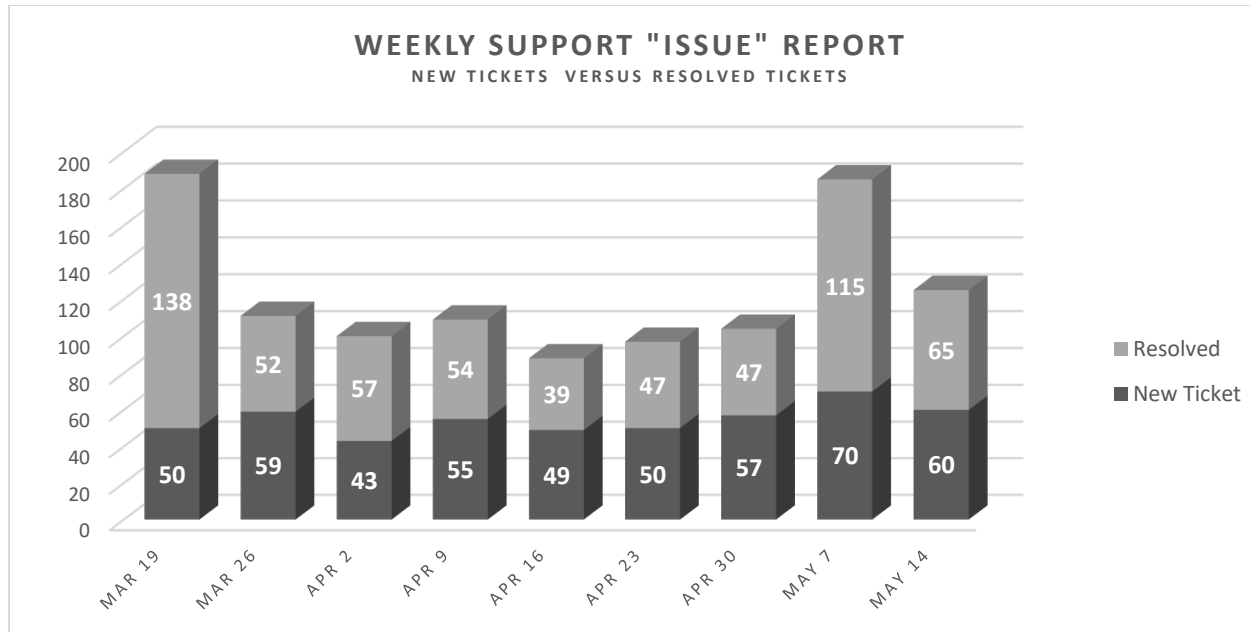
The highlights of our presentation and discussions at the conference were:

1) Restructure Aware360 support team with the objective of improving our customer service.
2) Initiated project to replace in-vehicle TREQ M4 solution.
3) Modernization of the CAMS 2 solution.
4) Involve our AMSA customers to identify product enhancements and priorities.

Support Update:

We have revitalized our support through an injection of resources and a new support structure. Rod Heitrich has taken over as lead of the support group that includes Al Renner as Implementation and support lead, Ross Emerick as Service and Support Manager, and Glen Goodwin to provide field and customer support. We are pleased Glen has chosen to return to the team. We have also added Brandon Egli to work across the various support activities to ensure acceptable response times are maintained during peak demand.

In the last 2 months, we have successfully reduced the total outstanding tickets by 80%. From the original backlog of 170 outstanding issues to currently we have 33 outstanding items. This reduction was accomplished through: (a) adding resources to the team, (b) re-defining how we manage our support tickets and (c) focusing the team on resolving and responding to customer issues. We had a couple of tickets that were missed and our response time was longer than our 2-hour target. We continue to train and implement new procedures to reduce and eliminate these issues. We believe while closing tickets on a timely basis is a good measure of our increased customer focus, it is not the only measure. We will continue to improve our products, implementation and support processes to minimize the need for our customers to raise a ticket in the first place.

WEEKLY SUPPORT "ISSUE" REPORT
NEW TICKETS VERSUS RESOLVED TICKETS

	Resolved	New Ticket
MAR 19	138	50
MAR 26	52	59
APR 2	57	43
APR 9	54	55
APR 16	39	49
APR 23	47	50
APR 30	47	57
MAY 7	115	70
MAY 14	65	60

For CAMS 2 specific issues, there have been a total of 122 reported issues in the last 2 months and 110 of them are resolved, 7 are waiting for customer feedback and 5 require extra work to resolve.

Next steps for support are:
- Continued focus on improving our customer support processes:
  - We have daily issue review meetings to determine our response rate and deal with any more difficult issues.
  - Weekly meetings where we look for trends and reoccurring issues that need to be escalated to our development team for deeper review and resolution.
  - Continue to review and improve our support processes to ensure continuous improvement.
- Track and ensure we are responding within our new targets:
  - Response within 2-hour during business hours
  - Response within 12 hour outside business hours
- Provide a regular update (we suggest every 2 months) to customers with support key performance indicators and results.

In-vehicle Solution Enhancement:

We believe we have made significant progress in designing a replacement for the in-vehicle TREQ M4 solution. Currently the TREQ solution is used to satisfy a variety of use cases described in the matrix below. The solution can be categorized as 3 general types.

- **Display based solution** – Provided without a modem when only a display is needed to enter obstacles (mower, grader), the ability to see the location of other assets and/or push routes to and from the device (Fire Truck, Supervisor vehicle, enforcement vehicles). When there is no need for sensor integration, the display can be cellular enabled and communicate to directly to the CAMS Master.

- **Sensor based solution** – Provided by connecting a modem to the sensors on a vehicle or piece of equipment to collect sensor status information and send it to CAMS Master. In these solutions, a display is not required and would be used in equipment such as sprayers, gravel trucks, snow plows, water trucks and loaders.
- **Display and sensor based solution** – Needed when both a display for maps, routes and interaction with the operator is combined with the need to collect sensor information and send that information via modem to CAMS Master. This solution is needed for graders, enforcement vehicles and ambulances.

The matrix below describes the typical solutions and their uses. For example, a fire truck solution has a display and sensor based solution so the drivers can send and receive routes and tie into sensors such as emergency lights. A mower solution provides map interaction to send and receive obstacle information and sensors provide the mower status (mowing or not).

Solution	Display Based Solution	Sensor Based Solution	Display and Sensor Based	Comment
Fire Truck			✓	Can be a Windows or TREQ display.
Mower			✓	Mowers use a display to record obstacles and are alerted if an obstacle exists. Sensors indicate if the mower is working.
Grader	✓			Sensors are not currently used but would be a better approach to recording when the grader is working.
Sprayer			✓	Sensors can receive data from a spray controller system or simple inputs from each pump to a modem.
Supervisor	✓			Configurable "hot button" to mark a point on the map.
Gravel			✓	
Enforcement			✓	Display runs CAMS 2 so it is a Windows computer.
Snow plow		✓		Sensors determine when plow is working.
Water Truck		✓		Sensors determine when the water truck is working.

Next steps for in-vehicle solution enhancement project:

1) Replace the current TREQ in-vehicle solution with one that leverages current technology and satisfies the requirements in the solution matrix. This will allow us to replace current devices when needed as well as a solution that can be used in the future as the AMSA needs change.

2) Engage AMSA members to identify new features and enhancements for the in-vehicle solution. We plan to continue to evolve and adapt the solution to align with current and future requirements.
   o We are looking for AMSA member volunteers and would like to have representatives from various business areas, departments and a variety of municipalities.
   o This group would meet (both virtually and face-to-face), to identify new feature requirements, prioritize defined features and discuss how to fund further development.

CAMS 2 Modernization:

We recognize the need to modernize our current CAMS 2 Platform. We have received some feedback on desired features – e.g. web-based solution, updated GUI, better integration with existing adjacent solutions. We plan to take a two-staged approach to this project following a similar methodology to the in-vehicle solution:

1) Engage existing (and interested) AMSA customer volunteers to identify high priority new features and enhancements that will provide the most value. We think the group mentioned above could be the same group.
2) Update the CAMS 2 solution so it will run on current windows technology as well as provide a more current user experience.
   a. Recently we purchased tools that we will help us "convert" CAMS 2 so it will run on current windows technology.
   b. We will do this conversion quickly so that we can better support current CAMS 2 customers.
   c. We will initiate ways to work with the AMSA to ensure once the initial conversion is done, we will enhance the product with input from our customers.

3) Additionally, there may be other 'people centered' solutions that might be of interest. We can leverage our new platform to provide many new capabilities and the ability see all people and assets on many differing Android or Apple based devices.

Summary:

We hope you recognize the progress we've made on our commitments communicated at the Edmonton event. Our initial focus has been implementing processes to improve customer support. Our second priority is the in-vehicle solution replacement.

Our focus over the next two months will be to continue improvements in support, start the TREQ in-vehicle replacement project, as well as engage AMSA members to understand their needs and challenges to ensure our solution aligns with those needs. Depending on the response to this update, I hope to have the working group identified and an initial meeting to discuss requirements and priorities.

If there are any questions or if you would like to discuss further please feel free to contact me any time.

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