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Dispatching Solutions joins John Deere to supply information technology

UPLAND, CA – Dispatching Solutions, inc. has been chosen by Deere and Company to supply GPS-based asset tracking units and a full suite of software solutions to John Deere dealers worldwide. The DSi software suite will integrate with Deere Corporate systems and local dealership data to provide improved scheduling efficiency and enhanced customer service experiences for service and transport operations alike. “We are excited to support John Deere and its dealership community by offering the technology needed to realize their vision of a more effective service organization,” states Jim Jackson, CEO, Dispatching Solutions, inc.

Software developed by Dispatching Solutions combines centralized business information, configurable workflow processes, and live-updating location data. These features help dispatchers and dealers organize services, including technicians in the field. DSi’s flagship application, DSi Service Manager®, links together all essential components of field service operations including order management, GPS asset monitoring, preventative maintenance scheduling, labor tracking, and invoicing. Features such as skill matching, drag-and-drop scheduling, intelligent mapping and routing, and flexible search filtering are incorporated to reduce errors and save time.

Using ARES®, a business rule management system, in conjunction with DSi Service Manager® allows dealerships to customize the delivery of real-time information to customers, technicians, and sales personnel. Work time, appointment lead times, and work-to-bill cycle times can be greatly reduced, improving dealership margins, freeing up busy personnel, and creating real, measureable savings.

Dealerships can use the integrated reporting system or systems such as Cognos® or Crystal Reports® to create Summary, Exception, or Detail reports on a recurring basis to track performance and business standards.

“This partnership will make a great impact on how technology is utilized within John Deere dealerships. We are raising the bar on service standards with our optimized, paperless products for transport and service management.” –Brian Baluyot, VP Business Development, Dispatching Solutions, inc.

About Dispatching Solutions, Inc: Based in Upland, California, Dispatching Solutions is a supplier of service and transport management software solutions for equipment service, transportation, and rental companies. For nearly 20 years Dispatching Solutions has provided services and solutions for managing and improving logistics to heavy equipment manufacturers, dealers and transporters. Through forward thinking and innovation, we have expanded our expertise to all aspects of equipment service and transportation. DSi products and support have helped our customers save millions of dollars each year in their transportation and field service operations through improved processes and greater efficiency.