



Android app can help detect potholes

IN BOSTON (US, NOT UK) a new app is being developed which will help with the city's road maintenance. Running on the Android OS, the app will be an opt-in service, which combines GPS data with the smartphone's onboard accelerometer to detect when a vehicle jolts over a pothole, and reports the location of the incident back to the city's municipal services.

This new form of civic reporting is being ushered in by software developers called the New Urban Mechanics. Over time, depending on how many users opt-in to the programme, it will be able to create an accurate map of trouble spots on the roads, creating quicker response times and addressing issues before they become major problems.

NEWS STREAM

Intact launches new SDM

INTACT INTEGRATED SERVICES, the partner-focused independent provider of international project, support and managed services solutions to the ICT industry, has launched a new Service Delivery Management (SDM) capability that helps IT solutions providers to optimise their service engagements. Intact's SDM offering provides major global operators and systems integration specialists with a powerful end-to-end services lifecycle management approach that monitors SLA performance and reduces overall project risk, leaving them free to focus on those project aspects that can deliver better overall value for their customer's business.

Intact's structured Service Delivery Management capability offers a comprehensive portfolio of service support and management functions to help optimise service delivery. Solutions range from a structured SDM approach through to an enterprise wide service offering that features dedicated Service Desks, a single point of contact, on-site support resources, and end-to-end project interaction.

"For major systems integrators particularly, it's proving increasingly hard



for their global project teams to gain a single, consolidated view about what's actually going on - despite all the many different systems management processes and consoles that are already in place. Add in the complexity that comes with common approaches such as convergence, virtualisation and external cloud-based services, as well as the blurring between in-house, managed services and outsourced service offerings, and it's often very difficult to identify who's actually responsible for ensuring the delivery of specific business processes," commented Bob Dalton, Chief Executive Officer of Intact Holdings.

CHECK IT OUT

Work related accidents should be a warning to us all, but are we listening?

Find out more at <http://bit.ly/hAlz9W>

DIARY 2011

Exel Events

EXEL COMPUTER SYSTEMS will be hosting a series of demonstrations showcasing their advanced field service management (FSM) solution at events across the country. All events are free, feature a buffet lunch and take place from 10.00am to 12.30pm.

Wednesday 16th March 2011
Nottingham - Held at the Bothe Hall, Long Eaton, Nottinghamshire.

Wednesday 18th May 2011
Ware - Held at Ware Priory, Ware, Hertfordshire.

Thursday 14th July 2011
Birmingham - Held at the Oracle Offices, Birmingham.

For further details or to book your place, please email: enquiries@eaglefieldservice.com