

# RapidDispatch<sup>SM</sup>

Cloud-Based Scheduling & Communications



Union Dispatching **Simplified**

SCHEDULE  
DISPATCH  
COMMUNICATE  
SERVE

# RapidDispatch: Technology at work for you.

## CONNECTING UNION MEMBERS WITH REAL-TIME, ONLINE SCHEDULING SOLUTIONS

Would your members like to watch their jobs scheduled in real-time on their cell phones? Wouldn't it be easier if you could find a member's job history with three clicks of a mouse... instead of searching through dozens of file boxes? What happened the last time your local's computer crashed; or the Local lost power or internet connectivity? Would your job be easier if you could contact ALL members with a text message and one click of a mouse? **What would a solution to these headaches be worth?**

Until RapidDispatch, there was no web-based scheduling application in the market tailored to the specific needs of labor unions. Dispatch Dynamics, Inc. developed a cutting-edge software-as-a-service subscription application, named RapidDispatch. The real-time, 100% cloud-based application has scheduling, dispatching, data-archiving and communication functions integrated with a subscriber's content management website. Together, these dynamic components take union scheduling practices into the 21st century.

## 21st century scheduling solutions... streamline union dispatching, communication, record keeping

### SCHEDULE WITH A SIMPLE, ROBUST WEB APPLICATION

The RapidDispatch Split Screen Scheduler, with its drag-and-drop functionality and dual scroll bars, allows dispatchers to fill jobs by dragging names of available members from the left side of the scheduling screen and dropping them into available facility jobs displayed on the right side of the scheduling screen. A content management website created for union subscribers displays "live feeds" from the RapidDispatch scheduler showing each member's available status and displaying available jobs and scheduled jobs in real-time.

#### Some of our unique web-based scheduling features include:

- A Member Availability Roster that is in editable seniority/group seniority order
- Customized fields that incorporate Hiring Rules and Seniority Order
- Reoccurring facility profiles are retained, reused and repopulated
- Names of job location and stevedoring company linked to job profile

### COMMUNICATE WITH TEXT MESSAGES, EMAIL & WEBSITE

RapidDispatch is all about communication options. The subscriber's content management website is used to communicate with members, but it also serves as the local's public relations vehicle for the general public. One-touch text messaging allows the dispatcher to use the RapidDispatch Scheduler to send a text message to one member, all members or specific member groups.

#### RapidDispatch contacts members with job alerts 6 unique ways:

- SMS text message sent to cell phone of individual member or groups
- Daily job schedule displayed on member's personal web page
- Live Facilities Update displays real-time job scheduling on union website
- Bulletins on website communicate member availability and job status
- Daily Jobs Schedule displayed as PDF on Home Page subscriber website

### DISPATCH WITH A FULL-FEATURED MEMBER SERVICES WEBSITE

A vital component of RapidDispatch is an interactive, content management website, customized for each union, complete with a personal web page for each union member. Each subscriber website supports dedicated RSS feeds from the local Ports Authority, Harbor Pilots (GPS tracks arrival of container ships), NOAA, the Associated Press and local news feeds.

#### Individual member benefits include:

- A personal web page that lists current job assignments for one to five days; or the past 30 days. The web page archives a 5-year work history calendar. There is an option for weekly/monthly payroll earnings reports.
- The Live Facilities Update displays current jobs, both filled and available, in-real time. Jobs are linked to facilities and stevedoring companies.
- Daily member availability status in seniority or group seniority order is displayed according to the scheduling date.

### SERVE YOUR MEMBERS USING ADVANCED WEB TECHNOLOGY

RapidDispatch works within the framework of your Local's Hiring Rules and practices in order to provide you with the tools and services necessary to organize and energize your membership, both now and in the future. By taking advantage of the latest web-based technologies offered by RapidDispatch, ILA locals promote and further the goals of the International Longshoremen's Association by enhancing the value of membership through cost-effective scheduling, dispatching and communication. Every feature of the RapidDispatch application is designed to serve members in the most efficient, financially responsible way possible.

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### WHY NOW? WHY RAPID DISPATCH?

Since the dawn of the Internet, union presidents and dispatchers have diligently sought ways to efficiently schedule and dispatch members using the latest online technologies. Union chapters, large and small, invested thousands of dollars to develop digital scheduling and dispatching applications, without positive results.

Local union management efforts failed for three reasons:

- (1) They did not invest the time and capital to study a dispatcher's workflow or how Union Rules impact scheduling; nor were they able to document the complex processes required to direct the software developers tasked with building a sophisticated scheduling application.
- (2) Union officials lacked the expertise to search out software developers qualified to interpret and build a multi-functional, multi-platform software application.
- (3) Until now there was no company in place dedicated to the development, hosting and support of a cloud-based, union scheduling application.

### RAPID DISPATCH SCHEDULING SOLUTION

With input from a Local president and dispatcher and 20 months of R&D, Rapid Dispatch was built... to provide rapid transaction speed; to meet or exceed the demand of heavy scheduling at peak time periods... simultaneously communicating with members while generating multiple data archives in real-time.

### RAPID DISPATCH COMMUNICATION SOLUTION

To make scheduling information available to each union member in real-time, Dispatch Dynamics developed a robust, interactive content management website for each union subscriber. Websites include dedicated scheduling feeds from RapidDispatch displaying member availability and jobs scheduled in real-time; RSS feeds from the Port Authority, NOAA, the Associated Press and local news. The subscriber website also includes a personal web page for each union member displaying daily, weekly and monthly scheduling information.

### HOW RAPID DISPATCH MAKES IT AFFORDABLE

Bottom line, as a long-term solution, it was not cost-effective for individual unions to research, build and maintain a web-based scheduling application. Dispatch Dynamics invested their own resources to remove the economic barriers preventing unions from utilizing their web-based technology. Best of all, RapidDispatch is available through affordable, subscription-based pricing that places its feature-rich software within reach of every union, regardless of size or budget.

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### RAPID DISPATCH BENEFITS

- LOCAL WEBSITE SHOWS JOBS SCHEDULED IN REAL TIME
- CONTACTS UNION MEMBERS 5 WAYS WITH JOB ALERTS
- 100% WEB BASED; NO SOFTWARE INSTALLATION
- NO DATA LOSS IF LOCAL COMPUTER CRASHES
- ON-SITE BACK-UPS; ADD'L OFFSITE DATA STORAGE
- NO POWER? SCHEDULE W/A LAPTOP & A HOTSPOT
- DISPATCHER'S SCHEDULING TIME REDUCED BY 30%
- DISPATCHER'S SCHEDULING CALLS REDUCED BY 40%
- REAL-TIME PAPERLESS SCHEDULING W/5 DATA ARCHIVES
- DOCUMENTS DISPATCHER SCHEDULING MESSAGES
- ONE-TOUCH TEXT MESSAGING ONE OR MULTIPLE MEMBERS
- MEMBER JOB CALENDARS ARCHIVED FOR 5 YEARS



## ABOUT US

Developed by Dispatch Dynamics, Inc., RapidDispatch is the only cloud-based software application – either custom-designed or off-the-shelf – that allows dispatchers to put members on the job according to their Local's Calling or Hiring Rules... in any type of facility or any port location. RapidDispatch communicates job assignments via text messages or through a "live feed" on the union website. Literally, there is no software like it in today's marketplace.

### MORE THAN 20 MONTHS R & D

With design input from a union president and dispatcher, Dispatch Dynamics, Inc. invested more than twenty months in R&D to build the RapidDispatch application. Much of that time was dedicated to a comprehensive study of a dispatchers' workflow and communications processes... as well as how Calling or Hiring Rules impact scheduling.

### A TEAM DEDICATED TO MAKING SCHEDULING AND DISPATCHING MORE EFFICIENT

The Dispatch Dynamics team is dedicated providing subscribing Locals with cost-effective, 21st century scheduling solutions that streamline their day-to-day dispatching, data-archiving and communication processes. **RapidDispatch provides unions with the tools and services necessary to build for the future... while organizing and energizing the membership today.**

### PROFESSIONALS DEDICATED TO SERVING THE UNION WORKFORCE

At the very core of Dispatch Dynamics' business model is a 100% commitment to our union subscribers and to the design, enhancement and support of our product, RapidDispatch. With 100 years of combined project management, communications, software development, public relations and graphic design experience, the principals of Dispatch Dynamics are senior level executives dedicated to serving the union workforce. The Dispatch Dynamics management team is committed to providing scheduling, dispatching and communication support for the union workforce for as long as computers and the Internet are a part of our business world.

### KEEPING UNION SUBSCRIBERS AHEAD OF THE TECHNOLOGY CURVE

Using cloud computing technology\* to host union subscriber data and the RapidDispatch scheduling application eliminates the need to install proprietary software on Local computers; it reduces costly IT support and insures no data loss if a Local computer crashes. Our web-based technology also allows a dispatcher to schedule from any computer (with online access and password protection).

RapidDispatch not only provides industry-changing technology of today; it is a conduit to "what's next," keeping each union subscriber ahead of the technology curve.

## OUR SERVICES

### ONE-TIME SET-UP FEE

Each union subscriber's one-time set-up fee includes:

- Set-up and Installation: Union ID profile with user names and passwords created. All union data imported into user profile (i.e. member names, job profiles, port facilities, stevedoring companies, terminals, etc.); Access provided to RapidDispatch global application.
- Content Management Website: An interactive Content Management website with plug-ins and RSS feeds is "built" for each subscribing union and linked to Rapid Dispatch real-time scheduler.
- Member web page: An individual web page is created for each subscribing member; to include work history archive, email address and password protection. Each member web page is added to CMS website, under Member Services section.
- Online Training & Training Manual: Provide dispatcher(s) with five hours of "live" training and a printed training manual.

### MONTHLY SUBSCRIBER FEES

Modestly priced monthly subscriber fees are based on the number of members in each union and include the following value-added services:

- Ongoing web-based access to RapidDispatch scheduler
- Secure web hosting: Local union website and user data
- Secure hosting: personal web page for each local member with archived data for 5 years
- On-site incremental back-ups, off-site data storage
- Regular RapidDispatch software enhancements
- Browser updates and plug-in testing
- RapidDispatch Help Desk, seven days a week

Monthly subscriber fees also provide **up to five (non-accruing) support events per month which include:**

- Update content on union subscriber website
- Update local union home page calendar, inbound links and news tickers on Home Page.

NOTE: Enhanced tech support packages are also available.

### ABOUT CLOUD COMPUTING TECHNOLOGY\*

Cloud computing provides computation, software, data access and storage services that do not require end-user knowledge of the physical location and configuration of the system that delivers the services.

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**Dispatch Dynamics, Inc.**  
Charleston, SC 29412 USA  
Ph 843.406.9800  
Fx 843.406.9700  
Help Desk 843.367.5578  
www.dispatchdynamics.com