

Towing Company	Police Department Tow Management	Central Auto Pound w/ Call Center	Centralized Call Center
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TOPS
Towing Operations Software
Can include Lien/ Auction/ Lot Scan

TOPS link

TOPS mobile

TOPS gps

TOPS public search

TOPS municipal

TOPS ppi

TOPS web

TOPS cma
Central Management Application

TOPS cma **TOPS**
Central Management Application Towing Operations Software

TOPS municipal

TOPS public search

TOPS ppi

Custom Integration

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Custom Integration


Product	Description	Application
	<p>TOPS is the flagship offering from towXchange. TOPS manages all aspects of a tow operation from the initial tow request to final vehicle disposition (whether released or auctioned). TOPS includes features such as VIN decoding, Drivers License Swipe*, Barcode Inventory Management, Hold(s) Management, Contact Management, Batch Lien Processing and Auction. (*available in certain states)</p>	<ul style="list-style-type: none"> • Used by towing companies to manage their own tow operations. • Used by city pounds to manage municipal towing, lot management, vehicle release and lien / auction. • Used by towing management companies in tracking tow operations from city-contracted tow companies.





TOPS is merely the beginning. We have created various ancillary applications which integrate seamlessly with TOPS and support all aspects of the towing management lifecycle.

	<p>TOPS link is a web-based tool for remote new call entry into a TOPS system. This tool offers a one-to-one relationship between the requesting company and the tow operator or municipal auto pound. TOPS link users can monitor dispatch status and view inventory lists for stored vehicles, all from a secure internet portal. Municipalities use TOPS link to track non-consent towing by having non-consent tow operators electronically enter new tows into the municipality's private property impound inventory database, which can also tie to TOPS public search and TOPS municipal. Non-consent tow operators also use this tool to remove vehicles from their inventory when released or auctioned.</p>	<ul style="list-style-type: none"> • Police departments use this tool for new tow requests directed to the tow operator's TOPS system. This replaces the telephone call and also allows for dispatch status monitoring including ETA, arrival, and in-process. • When a city pound uses TOPS to manage police towing, they can also add TOPS link and direct non-consent tow operators to report new tow and vehicle releases electronically. This saves the municipality time in dealing with telephone calls and faxes from non-consent tow operators. • As a customer of a local towing company, a car dealership can use this tool for requesting new tows or on-site vehicle moves. The simple data entry form allows for a quick request without the need to place a telephone call.
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	<p>TOPS mobile is accessible through the use of a web-enabled mobile device, allowing tow drivers to see current calls and offering the ability for tow drivers to update call time stamps and other call data as calls are being worked. TOPS mobile offers real-time call updating without the need for voice communication via radio or telephone with the dispatch office. This tool is extremely helpful in accurately recording arrival times where ETAs are important.</p>	<ul style="list-style-type: none"> • Towing management companies can offer this tool to contracted tow operators for remote call updates back to the towing management company's TOPS system. This is specifically helpful when contracted operators are using off-brand tow software. • Tow operators equip their drivers with TOPS mobile for real-time call status updates from the field.
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	<p>TOPS public search is used by cities, police and sheriff departments and tow operators to offer a web-enabled search portal for citizens. This tool enables citizens to accurately find and retrieve their vehicles. Citizens searching for their vehicles are required to enter their license tag or VIN, and upon successful entry will receive results indicating tow status, storage location and a map to the storage lot. TOPS public search includes optional setup choices allowing the search provider to exclude certain storage lots from search, the ability to show pricing and or price details, the ability to flag HOLD vehicles with pricing or not, and options to capture searching party name and phone number, or insurance company name and claim number.</p>	<ul style="list-style-type: none"> • Used by city pounds and police agencies offering public search to citizens. Saves time and money in dealing with telephone inquiries. • Used by tow operators to offer insurance companies a portal for retrieving tow and storage cost information.
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	<p>TOPS municipal is a web-based search portal designed specifically for police departments, 311 and 911 giving them search inquiries into storage lots associated with municipal and non-consent towing. This search offers additional data points over the TOPS public search portal, with the ability to search using wild card searches of VIN or license tag as well as the ability to view a full inventory list. Additional reporting can be incorporated based on the needs of the law enforcement agency.</p>	<ul style="list-style-type: none"> • Used by police departments to pull a list of impounded vehicles within a date range. • Used by police departments to manage an aging of HOLD vehicles. • Used by a municipality as they receive vehicle inquiries via telephone.
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Product	Description	Application
	<p>TOPS ppi is a web enabled application which is deployed to non-consent tow operators allowing them to electronically file tow records in a central database for the local municipality. This tool requires the tow operators to input vehicle information; License Plate information and to process Vehicle Identification Numbers through a VIN decoder in order to upload accurate information to the central database. By adding TOPS Public Search citizens are able to search for towed vehicles via a municipal supplied public search portal.</p>	<ul style="list-style-type: none"> • Deployed by municipalities to streamline non-consent towing by eliminating faxing and telephone calls to tow desk, 911, 311 and 411 operators.
	<p>TOPS Web is used as a web interface for dispatching contract tow operators where TOPS is used to manage municipal towing. TOPS Web allows the end user to receive and acknowledge new call requests. This tool is used by tow operators who use TOPS or alternate tow software packages. If the contract tow operator does use TOPS, calls are automatically pushed to the tow operators TOPS program upon call acknowledgement.</p>	<ul style="list-style-type: none"> • Deployed to contract tow operators when City Pounds are using TOPS for impound and dispatch management. • Deployed to contract tow operators when TOPS is used by towing management companies with the need to push tow request to the contract tow operators
	<p>TOPS gps is a GPS fleet tracking tool integrated with TOPS to offer an active visual dispatching tool. With this integration, tow dispatch data, including Unassigned calls, Assigned call locations and call destinations are available for viewing on a common map with your tow fleet. Having this type of data allows operators the ability to assign the closest available tow truck to unassigned calls and or identify the truck which will complete his current job in proximity to the next unassigned call. In addition, users are able to see the current dispatch status on the map in order to gage current productivity.</p>	<ul style="list-style-type: none"> • Used by tow operators for vehicle and driver tracking • Used by tow operators to incorporate visual dispatching. • Requested by Municipalities for monitoring of contract tow operators
	<p>TOPS Central Management Application is a robust application used exclusively for managing municipal tow operations. Municipalities use TOPS CMA to reduce time on the phone, increase data accuracy, improve tower response times, and efficiently manage tower's contract compliance. TOPS CMA offers electronic call distribution to your contract tow operators, rotation management, arrival eta management, reporting, complex search and real-time call messaging. This web-based application can accept electronic tow requests from City systems such as CAD. Tow requests are then routed to the appropriate contract tow company based on your dispatch rules. (TOPS is required for the contract tow companies.)</p>	<ul style="list-style-type: none"> • Deployed to Municipalities managing tow operations with multiple tow contractors – with or without a city vehicle impound • Deployed to Centralized Call Center Managers who manage City tow operations

towXchange, Inc. is headquartered in Chattanooga, TN, the capital of the towing industry. towXchange is the largest provider of Towing Operations and Management Solutions in the industry. Supported by a group of towing management and operations veterans, towXchange serves municipal and towing customers across North America. Thousands use our tools every day, having managed over 17 million tow requests to date. For additional information on these and other products offered by towXchange please contact us at 866-800-8677 or www.towxchange.net.