

# **A CONTROL SYSTEM BASED ON GEOGRAPHIC INFORMATION SYSTEM CONCEPT FOR EMERGENCY ROADSIDE ASSISTANCE SERVICE PROVIDED BY THE AUTOMOBILE ASSOCIATION OF MALAYSIA**

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## **ABSTRACT**

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The Automobile Association of Malaysia (AAM) provides breakdown assistance, quick help and information through a range of round-the-clock emergency roadside breakdown assistance services. Dramatic advance in technology have revolutionized the way that people interact with computer. Bigger and faster machines, in conjunction with ISDN and satellites, make it possible not only to process and transmit combinations of video and live images as well as text, sound and graphics, but also to interact with this data. In parallel with the advanced technologies, the author thinks that AAM needs a control system to support their day-to-day activities. A control system enables AAM to improve the quality of breakdown services. The system can also be used to support decision-making in selecting the suitable rescue team to the scene of breakdown in a fastest possible time. Using current technology to support the daily operation is the smartest strategic.