

Field Services

Electrical Services



Electrical contractor cuts dispatch time in half with TeleNav Track.

BENEFITS OF TELENNAV

- Efficient dispatching**
 Dispatchers monitor the fleet and route them quickly and efficiently.
- Accurate billing and payroll**
 TeleNav Track provides evidence of technicians' work times.
- Improved navigation**
 With TeleNav Track's integration with Google Earth™, dispatchers can find technicians and guide them via landmarks.
- Money saved**
 Fast dispatching and time saved from not having to search and drive for parts save approximately \$13,000 per year.

SITUATION

West Side Electric Company provides residential and commercial electrical contracting services. With a customer base of nearly 20,000 and 36 technicians serving an area of more than 3,600 square miles, the company needed a GPS solution to locate vehicles to quickly dispatch and guide them.

CHALLENGE

West Side Electric has three important objectives in a GPS solution. First, the company needed an efficient dispatching solution. Second, they needed more visibility for accurate billing and payroll. Finally, they wanted to ensure the security of vehicles that hold thousands of dollars in equipment.

Previously, dispatchers would spend 8-10 hours per week routing technicians. The company had no way to verify technicians' time on the job. In the event of a billing or payroll dispute, the company had no recourse. If a technician needed an extra part, he had to drive to out-of-the-way supply houses, wasting precious time and fuel.

SOLUTION

After experiencing problems with a competitor's solution, West Side Electric implemented TeleNav Track. Dispatchers can quickly locate and route vehicles in half the time it took previously, reclaiming approximately five hours a week and reducing customer response times. "Anything we can do to get an advantage over our competition and provide quality customer service is a good thing," said Glenn Grossman, Service Manager of West Side Electric.

Dispatchers communicate with technicians via their Nextel phones and guide them through TeleNav Track, which is integrated with Google Earth. "We can find technicians in real time and tell them to turn at the next landmark. We see what they see," said Grossman. "It also helps us on solar panel installs. We can drill down to a residence to see whether there are trees or other obstacles that may block the sun."

GPS tracking also helps reduce mileage. If a technician needs a part, dispatchers can tell him that another truck with the part is in the area. This saves the technician from having to make extra trips to supply houses. This saves approximately \$13,000 per year.

West Side Electric relies on GPS data in payroll or billing disputes. "We can tell the customer that our technician was in their driveway for the exact amount of time they were there," said Grossman.



TeleNav Track also provides safety advantages. "In the winter, we can route technicians around the worst, iciest conditions," said Grossman. "We can also locate vehicles and equipment should they go missing."

With the push-to-talk feature of their phones, managers and technicians can communicate quickly and efficiently, causing little disruption to the technicians' workflow. "When you add in Nextel Direct Connect, Sprint stands heads above the rest," said Grossman. "I don't see how anyone who handles as much communication as we do could do it any other way."

"TeleNav Track has been hugely successful for us. We get everything...in a more reliable product at a better price."

- Glenn Grossman, Service Manager

RESULTS

In a highly competitive industry, West Side Electric maximizes its employees' productiveness. "TeleNav Track has been hugely successful for us," said Grossman. "We get everything we need and then some, in a more reliable product at a better price. We couldn't ask for more."

How can we help your business?

For more information contact us.

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