

Field Services

Vehicle Security



Vehicle security company captures data wirelessly with TeleNav Track.



BENEFITS OF TELENNAV

- Efficient communication**
 Job details and invoices are sent wirelessly, improving efficiency and productivity.
- Improved accuracy and accountability**
 Technicians clock in and out wirelessly for better accuracy and employee accountability.
- Greater visibility**
 GPS location data allows Rockledge Securities to track employees throughout the day.
- Improved decision-making**
 Robust reporting for payroll and data tracking improves management decision-making.

and employee accountability while providing cost-efficient quality customer service.

Without a GPS solution like TeleNav Track, Rockledge Securities would record technicians' hours on paper. This data would need to be manually entered into the payroll system. Job data would be communicated on paper or over the phone. And the company would have no way to verify the whereabouts of employees, reducing their accountability.

SOLUTION

At its inception in November 2007, Rockledge Securities implemented TeleNav Track. All technicians clock in and out from their phones in the field, improving timecard accuracy and accountability. Employee accountability is also improved with TeleNav Track's data tracking feature. Managers are able to spot technicians at any time of the day to verify that they are where they say they are.

"We like that we can always find someone if we're not sure where they are or what they're doing," said Oliver Arias, Operations Manager of Rockledge Securities. "We simply look them up on TeleNav Track. It's quick, it gives us peace of mind, and they know that we are able to track their activities."

In addition to GPS tracking and wireless timecards, Rockledge Securities uses TeleNav Track for wireless forms and wireless dispatching. With wireless forms, technicians capture and send all job data and invoices, reporting their activities for the day. With wireless dispatching, the company can send job details to technicians in the event they need to serve a customer at home rather than at the dealership. The customer's name, address, phone number and other job details can be sent wirelessly by phone.

Rockledge Securities also appreciates the reporting capabilities of TeleNav Track. They are able to pull timecard, mileage and data tracking reports to review all data at the end of the day or week.

And with the push-to-talk feature of their phones, managers and technicians can communicate quickly and efficiently. Nextel Direct Connect from Sprint allows them to instantly connect for short, to-the-point calls.

The company found the process of implementing TeleNav Track to be quick and easy. "When our phones had arrived, our TeleNav representative came and set them up for us," said Arias. "Our first batch of 15 phones took just half a day to be up and running."

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- Oliver Arias, Operations Manager

RESULTS

Boosting efficiency and improving accountability are important goals for any business. Rockledge Securities achieves these goals and more with TeleNav Track.

How can we help your business?

For more information contact us.

www.telenavtrack.com
 1 88 TeleNav 2 (1.888.353.6282)

SITUATION

Based in Orange, California, Rockledge Securities provides vehicle security services for auto dealerships in the Orange County area. The company's products and services include auto alarms, Bluetooth technology, vehicle theft replacement, tire and wheel protection, and paint and fabric protection. With 37 technicians working at 16 dealerships, the company needed a GPS solution that would allow them to track their employees and gather data wirelessly.

CHALLENGE

With a large majority of its employees in the field, Rockledge Securities has unique challenges. The company must maintain efficiency