

Field Services

Telecommunications



Telecommunications company boosts accountability and peace of mind with TeleNav Track™.

BENEFITS OF TELENNAV

- **Improved employee accountability**

With TeleNav Track, Falcon Communications can easily locate and monitor its technicians.

- **Cost savings**

TeleNav Track has improved the accuracy of mileage reports which translates into direct savings.

- **Customer service improvements**

Falcon Communications now responds to customer service requests by sending the closest employee, which allows them to provide better and faster service.

- **Employee safety**

TeleNav Track offers peace of mind for both management and technicians. If technicians experience problems in the field, management can help locate them and send for assistance.

Highly dependent on its mobile workforce, the company looked to TeleNav Track for a GPS tracking solution.

CHALLENGE

For a business like Falcon Communications, having quality GPS data is paramount. The company needed to monitor its employees for three important reasons. First, if a customer called with an emergency request, the company wanted to dispatch the closest driver rather than having its technicians return to the office for a new route. Second, the company wanted to increase the safety and security of its employees. Third, management knew that employee accountability and mileage reporting could be improved.

SOLUTION

In the spring of 2008, Falcon Communications implemented TeleNav Track and saw immediate results. Previously, the company had no way to confirm that it was getting honest and accurate mileage reports. "Just having employees know that I had the capability of tracking them eliminated any accountability concerns," said Jim Frisco, president of Falcon Communications. "Having the system helped keep people honest." Mileage reports are now more accurate and reliable, which has translated to direct savings.

The company has also noticed improved customer service. TeleNav Track allows them to intercept technicians and redirect their route to quickly respond to last-minute customer requests.

Employee safety and security has also improved with TeleNav Track. "We once had an employee whose vehicle broke down," said



Frisco. "We were in the middle of a snowstorm and this employee was confused about his location. We were able to accurately pinpoint the location and get help quickly."

In addition, Frisco appreciates that he can check in on his employees even while traveling. "I travel extensively in my work, and having access to TeleNav Track gives me peace of mind that things are running smoothly while I'm gone," he said.

"TeleNav Track is easy to use, is user friendly and offers that peace of mind that you can't find with many other systems."

- Jim Frisco, President

RESULTS

Frisco describes his satisfaction in TeleNav Track with two succinct words: "It works." Also, "TeleNav Track is easy to use, is user friendly and offers that peace of mind that you can't find with many other systems," he said. "Plus, the feedback I received when calling in to tech support has been outstanding. It is an excellent system. I would highly recommend TeleNav Track to anyone else looking to track employees and increase efficiencies in their operations."

How can we help your business?

For more information contact us.

www.telenavtrack.com
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SITUATION

Established in 1986, Falcon Communications Group is a full-service telecommunications provider headquartered in Minneapolis, MN. The company provides nationwide telecommunication products and services including digital key systems, PBX and paging systems, voice mail and LANs to customers such as Wal-Mart, Target, and the federal government. One of the company's most recent projects was converting the St. Paul hockey arena into a facility for the Republican National Convention, which involved running 20 miles of telecommunications wiring and cable.