



## Roto-Rooter Franchisee CUTS OPERATING EXPENSES

*“We love the fact that we can use this system from anywhere. It was so easy to install - we were up and running in less than 20 minutes.”*

Monte Yoder  
Chief Financial Officer

### WITH NETWORKFLEET ROTO-ROOTER:

- Improved return on investment
- Increased service calls
- Lowered fuel costs per vehicle
- Reduced vehicle emissions

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In the plumbing service industry, fast customer service and reducing fleet expenses are the keys to profitability. Lacking a GPS fleet tracking system, Hoffman Southwest struggled to do both. With Verizon Networkfleet's wireless vehicle tracking capabilities, the company can now serve more customers while reducing operational overhead.

### HIGH COSTS THREATEN COMPANY PROFITABILITY

With six branches and nearly 400 field technicians, Hoffman Southwest is the largest Roto-Rooter franchisee in the U.S. When escalating costs began sucking company profits down the drain, the company began investigating cost-effective solutions to its ongoing fleet management problems.

In particular, Hoffman needed to improve dispatching and routing of vehicles, reconciliation of time sheets with actual hours worked, and preventive maintenance. The company also wanted a fleet management system with low startup costs, easy installation, a wide range of features, and strong customer support. Otherwise, the cost of the system could outweigh the return on investment.

### FAST START LEADS TO QUICK RESULTS

Hoffman installed Networkfleet and had the system up and running in no time. The system, which includes GPS tracking, and engine diagnostics and reporting, seamlessly integrated into Hoffman's fleet operations, enabling the company to manage its fleet more effectively. Drivers can now be dispatched to customers more efficiently and, as a result, take on more jobs.

“The Networkfleet system has been well accepted by everyone, including our drivers,”

says Chief Financial Officer Monte Yoder. “And the customer support has been outstanding.”

### LOWER COSTS, BETTER ROUTING, SAFER DRIVERS

Monitoring vehicle speed has allowed Hoffman to reduce the risk of speeding infractions and accidents involving its drivers. Meanwhile, the system's routing and landmark features allow dispatchers to direct the closest vehicles to the next job for faster customer service.

Analyzing engine diagnostic trouble codes has saved the company on vehicle maintenance and service-related expenses. And Hoffman has even recovered stolen vehicles by providing police with precise vehicle location information.

Most important, Hoffman achieved their goal of achieving a significant reduction in overall operating costs. As an added bonus, the system has reduced fleet vehicle emissions, making it good for the environment as well as Hoffman's bottom line.

“Everyone in our organization loves this tool,” says Yoder. “It helps improve driver safety, handle jobs more efficiently, and decrease our vehicle maintenance costs. We install Networkfleet on every new vehicle we buy.”

### READY TO GET STARTED?

To find out how you can benefit from Networkfleet, contact your account manager or visit [networkfleet.com](http://networkfleet.com).