



Networkfleet® Helps Lewis Aquatech Reduce Billing Errors and Payroll Costs, Saving an Estimated \$70,000

Summary

Lewis Aquatech, a swimming pool contractor in Chantilly, Virginia, improved accountability and profitability and reduced billing errors by implementing Networkfleet. These results equate to a potential annual savings of \$70,000.

Problem

Lewis Aquatech is a family owned business with 61 years of experience in building, remodeling, and servicing swimming pools/spas and outdoor environments. The company's attention to detail and focus on quality and customer satisfaction have earned it numerous awards for excellence in construction and design.

Lewis Aquatech also strives to ensure that customer invoices are accurate, a process that entails many hours of checking timecards against hours billed. "If a customer questions labor hours on a time-plus-material contract, we normally compromise and charge for fewer hours, which obviously reduces revenue and profitability," said David Cox, Service Manager at Lewis Aquatech.

In addition to verifying timecards, Lewis Aquatech needed the ability to verify that employee hours worked were accurate. "It's human nature to forget to fill out a timesheet at the end of the day," Cox explained. "Workers were arbitrarily entering their hours, not remembering the delay at the gas pump on the way to the job site or extra time taken for lunch, and we were paying them for that down-time. When there's more than one technician in a vehicle, it compounds the overpayment."

Similarly, inaccuracies on timesheets for hours worked on fixed-fee projects were eating into profits. "We obviously make more profit on a \$1,000 fixed-fee job if we pay an employee for five hours of work instead of six," he said.

Solution

As a solution to its billing and payroll problems, the company selected Networkfleet, a wireless fleet management system that monitors vehicle location, stops, starts and run-time as well as speed, odd-hours use, fuel usage, idle time, mileage, and engine diagnostics.

Lewis Aquatech chose Networkfleet based on price and customer service. "Networkfleet was the only company that followed up -- out of the three that we contacted!" said Cox. "And the rep even let us try out the system on one vehicle before we made a commitment."

After a short and successful trial period, Cox installed Networkfleet on six vans and trucks in the company's 18-vehicle fleet. These vehicles typically transport 2 or 3 workers per job.

Results

By logging on to the Networkfleet system, the company can see exactly where each vehicle is stopped and how long it stays at a given location. "If there is a complaint about a bill, I can now email a report showing the hours a technician was at the job site," said Cox.

Additionally, technicians that forget to fill out their timecards can use Networkfleet data to fill in the gaps. Networkfleet's vehicle log usage report helps the payroll/billing manager ensure that timecards are accurate, thus eliminating timesheet and payroll errors that reduce profitability.

"Being able to verify timesheets using Networkfleet has saved us one hour per day per driver," said Cox. "At an average wage of \$18 per hour, that equates to \$270 per day for 15 drivers --a potential payroll savings of more than \$70,000 per year."

Lewis Aquatech has also accrued savings from Networkfleet's ability to connect to the vehicle's engine computer. "When something is wrong with the engine, it sends a warning and diagnostic code to my computer," said Cox. "If a sensor indicates that one cylinder is misfiring, I can fix it before the other cylinders fail or before it causes more expensive problems."

Networkfleet provides other alerts as well. For example, Cox recently received an alert at 4 a.m. indicating a vehicle was speeding through North Carolina. The trip had been approved ahead of time. "But, for all I knew, the vehicle had been stolen," said Cox. "Thanks to Networkfleet, we could have easily located it."

Results

- Increased profitability by reducing payroll costs an average of \$270 per day.
- Reduced billing errors by verifying invoices against timesheets.
- Reduced time needed to track down incomplete timecards or clear up customer complaints regarding labor charges.
- Saved money on repairs by proactively anticipating and fixing problems.

For more information on Networkfleet visit networkfleet.com or call 866.869.1353.