



Largest U.S. Roto-Rooter Franchisee Saves Nearly \$1M with Networkfleet®

Summary

With just under 400 field technicians on the road servicing residences, businesses and municipalities, Hoffman Southwest is the largest Roto-Rooter franchisee in the country. With six branches, the company felt it was vital to implement a fleet management solution that would streamline fleet operations and save the company money.

Problem

Hoffman's main considerations in choosing an AVL vendor were to improve dispatching/routing of vehicles, reconciliation of time sheets with actual hours worked, and preventative maintenance. Hoffman also required the vehicle location and diagnostic system to have low startup costs, a wide range of features, strong customer support, and easy installation.

Solution

Because the Networkfleet system is completely Web-based, Hoffman did not have to waste time downloading software. Monte Yoder, Chief Financial Officer of Hoffman, says, "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."

The Networkfleet system has made a seamless integration into Hoffman's fleet. Monte mentions, "The system has been well accepted by everyone, including drivers. By positioning Networkfleet as a system that can help our overall business, we have been able to avoid any concerns about 'Big Brother' tracking."

Networkfleet's routing and landmarking features have enabled Hoffman's dispatching team to streamline driver routing by directing the closest vehicles to the next job. This helps their drivers get to the customer quicker, which translates into better customer service and the ability to take on more jobs. "Drivers really like the system because it helps them to spend less time getting to jobs and more time actually doing jobs!"

Networkfleet's outstanding customer care department has contributed to Hoffman's success. "I can't say enough about the fantastic customer support we have received," says Monte. He also raves about the addition of Networkfleet's self-service customer portal. "We love this tool – it allows us more control over managing our fleet, and it reduces the amount of time we need to spend on the phone with customer support."

Results

Networkfleet allows Hoffman to monitor driver speeding by viewing reports and setting speed thresholds. The system recorded speeds of over 80 mph on Hoffman vehicles when it was first deployed, but since then speeding infractions have dropped. According to Yoder, "Our drivers are safer, and we have been able to exonerate habitual speeders, which has decreased the number of accidents in our fleet."

The fleet application has also helped Hoffman recover five stolen vehicles in the past few months. With Networkfleet's detailed reporting, Monte could provide police with precise vehicle location information. During one incident, the police were not only able to retrieve the stolen vehicle, but also thousands of dollars worth of stolen equipment.

Hoffman has improved vehicle maintenance and purchasing by analyzing the frequency of diagnostic trouble codes on various makes/models of vehicles. Networkfleet instantly alerts fleet managers if there is a diagnostic problem within a vehicle. Hoffman now regularly tracks problem code data, which allows them to proactively repair vehicles and helps them make better decisions on future vehicle purchases. Networkfleet saves them \$128 per vehicle in maintenance and service related expenses each year.

"I don't know of a single manager within our organization that does not think this system is great. It helps us bring in more jobs and decreases our labor costs," states Monte. With Networkfleet, Hoffman has achieved their goal of reducing overall operating costs. Their annual per vehicle return on investment is over \$2,000 which equals more than \$900,000 for their entire fleet.

Additionally, in one year, Hoffman is able to reduce vehicle emissions by \$8,000 pounds. It's no wonder Hoffman requires the system on all new fleet vehicles.

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

Results

- *Achieved a Return-on-Investment of \$900,000 in one year.*
- *Saved \$400,000 per year in labor costs alone.*
- *Reduced vehicle emissions by 8,000 pounds in one year.*
- *Made over 10% more service calls per week, without the need for additional staff and vehicles.*
- *Saved \$850 in fuel costs per vehicle per year.*