



Networkfleet® Helps Same Day Service Plumbing Live up to Its Name – and Save Money Doing It

Summary

As its name suggests, Same Day Service Plumbing considers fast response time and customer satisfaction top priorities. Since 2008, the company has used Networkfleet's remote diagnostics and wireless fleet management technology to achieve these goals and increase the number of customers it serves each day.

Problem

Same Day Service Plumbing provides plumbing services seven days a week to homes and businesses within a 45-mile radius of the West Sacramento/Vallejo area of California. In business for 25 years, the company depends on repeat customers and referrals for its continued success.

Looking to grow its customer base and reduce costs in the competitive plumbing industry, the company decided to equip all five service vehicles with Networkfleet's award-winning fleet management system.

Solution

With Networkfleet's GPS tracking capability, Service Manager Rafael Martinez has immediate visibility into fleet activity and can schedule vehicles for jobs in the same area on a given day.

"Unnecessary driving keeps fuel use down," Martinez said. "Networkfleet has helped us schedule customer visits so that no one is driving more than 10 miles from one job to the next."

Networkfleet's alerting and report features also helps keep down costs. When a vehicle goes over a designated speed, idles too long, or is used during non-work hours, Martinez receives an alert on his phone. "This feature has reduced speeding violations and fuel costs, since driving fast burns more fuel."

The Networkfleet idling report allows Martinez to pinpoint drivers who consistently post excessive idle times so that corrective action can be taken to prevent wasting fuel. "It's normal to want to idle vehicles during hot or cold weather," said Martinez. "I don't blame anyone, but it costs money!"

Martinez also uses Networkfleet's suite of reports to help improve customer service. With Networkfleet's Activity Detail Report, he can verify how long an employee was at a customer site. "If a customer complains about labor charges, we can use data from Networkfleet to prove how long the technician was on the job. Or, if someone was at a site for only 15 minutes, I can bring in the technician and ask why."

Results

Since installing Networkfleet, Same Day Service Plumbing has reduced fuel costs and gained complete control over the location and maintenance of its service vehicles.

Networkfleet's service reminders and diagnostic trouble codes ensure vehicles are available when needed. "We can schedule maintenance during down times," said Martinez, "and relay Networkfleet's diagnostic codes to our repair shop so they immediately know what the problem is."

This ability recently saved the company about \$500 in repair costs. "The mechanic wanted to make repairs that weren't necessary. When we gave him the diagnostic code from Networkfleet, he quickly changed his mind," Martinez explained.

By reducing speeding incidents and idling times, Same Day Service Plumbing has lowered fuel usage and the associated costs. And, by assigning and routing jobs more efficiently, the company has improved customer service, reduced miles driven each day, and taken on more work.

Best of all, Same Day Service Plumbing teams can complete more jobs each day. On average, each team now completes one additional job per day due to more efficient routing. "At \$500 to \$600 per call, it adds up if you squeeze in one or two extra jobs a day. All in all, Networkfleet helps us live up to our name and save money at the same time," said Martinez.

Results

- Used diagnostic code to save \$500 on unnecessary vehicle repair costs.
- Decreased fuel usage and reduced miles driven per day.
- Added an average of one \$600 job per day per vehicle.
- Reduced response time to customer sites.
- Lowered repair costs by enabling proactive maintenance.

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