



## Networkfleet® Enables Tri City Glass & Door to Reduce Hidden Costs – at a 2:1 ROI

### Summary

When the owner of Tri City Glass & Door realized his drivers were keeping vehicles idling during customer visits, he didn't overreact. Instead he came up with a solution that benefits everyone: Networkfleet, a wireless fleet management system.

### Problem

In business since 1960, Tri City Glass & Door is a second-generation run company with 75 employees, three locations throughout Wisconsin and a sense of family spirit and shared ownership that has passed from one generation to the next.

"If we have a good year, our employees benefit," said CEO Chuck Bender. "But if a few people take advantage of the system, everyone suffers."

So it came as a real shock when a customer told Bender that a Tri City employee had kept the motor of his vehicle running during a 90-minute site visit. In fact, he soon discovered this was a common situation during cold winter days.

It made Bender stop and think. "If a vehicle is driven two hours a day, but idles six hours that same day, that's equivalent to traveling 15,000 miles over the course of a month. Until we installed Networkfleet, we couldn't take this into account so we weren't doing routine maintenance often enough."

### Solution

Tri City management decided to investigate a GPS solution that would help them keep track of the fleet and report on idle time, maintenance schedules, mileage, speed and other factors. After evaluating several solutions, the company chose Networkfleet, the patented wireless fleet management system. Networkfleet offered everything Tri City wanted at a reasonable price. Moreover, there was a local representative to walk them through the deployment process.

Since Networkfleet's patented technology connects directly to a vehicle's engine, it has both a GPS-based Automatic Vehicle Location (AVL) capability as well as diagnostics monitoring, a function that proved to be more valuable than anticipated.

"Shortly after we installed the system, we received a multi-cylinder misfire alert," Bender recalled. "We forwarded the report to our maintenance company, and they said they would have missed the problem if it hadn't been for Networkfleet."

### Results

Networkfleet has come through in other areas as well. When a vehicle exceeds 75 miles per hour, Networkfleet sends an email alert for follow-up by a company employee. Bender can generate reports that tally idle time, odd-hour usage, locations, fuel usage, and other measures that help him manage his fleet.

"We haven't eliminated idle time, nor would we want to," Bender admitted. "Trucks carrying auto glass often have to run idle while parked, because the glass will lose its adhesive properties at lower temperatures. But, by tracking idle time, we can schedule maintenance more accurately and keep repair costs down."

With Networkfleet, Tri City can now dispatch drivers more cost effectively. And it even brought a happy ending to an attempted truck theft. "Fortunately, our driver saw his truck leave the parking lot. He called our office and we were able to locate the truck right away. Within ten minutes the police had caught the thieves and returned the truck intact."

Taken together, these results have yielded a two-to-one return on investment. "For every dollar we spend on Networkfleet, we save two dollars in reduced costs. That's good for our employees as well as for the company."

### Results

- *Minimized costs associated with idle time.*
- *Improved safety and reduced costs by monitoring speed.*
- *Eliminated complaints about speeding drivers.*
- *Located stolen truck quickly, before it was damaged.*
- *Gained a two-to-one return on investment in Networkfleet.*

For more information on Networkfleet visit [networkfleet.com](http://networkfleet.com) or call 866.869.1353.