



Networkfleet® Helps Coast Plumbing, Heating & Air, Inc. Save More Than 20% in Monthly Fuel Costs

Summary

Coast Plumbing, Heating & Air, Inc. (Coast) is a professional plumbing, heating, and air conditioning service contractor located in Orange County, CA. When the company decided it was time to find an Automatic Vehicle Location (AVL) vendor they selected Networkfleet, a leader in remote diagnostics and wireless fleet management. As anticipated, they saw results soon after implementation.

Problem

When Coast Plumbing began its search for a fleet management provider, the criteria was very simple – they wanted to be able to track their vehicles and improve response time. As the Fleet Supervisor, Jerry Herrington wanted to implement a system that would allow him to better manage his fleet and help his company reduce operating costs.

Solution

After installing the Networkfleet system into their 28 vehicle fleet, Coast Plumbing realized many more benefits than just AVL from Networkfleet. Since the system is completely hosted and requires no software download, Coast was able to quickly and easily implement this tool companywide. Coast's managers in various locations were able to use the fleet application at any time because of its 24/7 online accessibility.

The Networkfleet system is user-friendly and easy to navigate, and its robust functionality provides a comprehensive set of vehicle diagnostics data in addition to location data. With this special functionality, Coast can receive alerts whenever a vehicle has a diagnostic trouble code or is due for scheduled maintenance. In addition, Networkfleet is able to provide actual speed data, which aids in improving driver safety.

According to Herrington, "More than 50% of our drivers were speeding. One vehicle even hit 93 mph." Networkfleet provides a histogram that graphs the various speeds of each vehicle, as well the amount of idle time. "Thanks to Networkfleet, we've been able to curb speeding and encourage safe driving, which reduces accidents."

Results

"Networkfleet's GPS and online mapping system has allowed us to more efficiently route service technicians to customer sites and provide the prompt service we are known for," says Herrington. "By knowing where our technicians are at all times, we've been able to respond to more last minute service calls, which translates into better customer service and more revenue." Better routing and faster response time has translated into a 15 percent increase in revenues and a boost in the number of jobs Coast can complete.

Using Networkfleet, Coast is able to accurately track the hours worked at each job to ensure that they match the hours reported on service technician timesheets. This significantly reduced unauthorized driving and overtime costs. Coast can also ensure that the miles driven correlate with the company gas card bills, which resulted in more than 20 percent reduction in fuel costs over the first two months of using Networkfleet.

Coast is now able to proactively address problems and increase vehicle uptime with diagnostic problem alerts. Managers are able to see exactly which vehicles are due for maintenance or have problems, saving them money on vehicle wear and tear costs. On average, Coast eliminates 80 miles per month per vehicle by eliminating non-business related vehicle use. According to AAA, wear and tear costs companies 16.2 cents per mile on average. This translates into a savings of over \$360 per month for the Coast fleet. Combined with fuel savings, Coast saves a total of over \$2,300 per month in operating expenses using Networkfleet.

"Networkfleet has paid for itself within the first month and it has helped us to differentiate ourselves from our competitors. We've been extremely satisfied with the results and would recommend this system to anyone looking to improve their business," states Herrington.

For more information on Networkfleet visit networkfleet.com or call 858.410.5778.

Results

- Increased revenue by 15% due to faster response times and efficient routing; increased jobs per day in the first month alone.
- Reduced speeding and risky driving behavior immediately.
- Saved \$360 per month on vehicle repairs by reducing unnecessary driving by 80 miles per vehicle per month.
- Lowered overall operational expenses by \$2300/month