

CK Jones

Introduction

This case study of CK Jones is based on a March 2017 survey of Fleetmatics customers by TechValidate, a 3rd-party research service.



“It has allowed for a much more structured, productive work day. It is very easy to navigate and is a great tool to provide valuable information to the field with ease.”

Challenges

CK Jones (HVAC) searched for a field service management solution for a variety of reasons:

- Increase the productivity of fieldworkers
- Improve customer service and response time
- More responsive dispatching
- More efficient scheduling
- Control labor costs

The company chose Fleetmatics WORK over competitors for the following reasons:

- The software is intuitive and simple to use
- Fleetmatics offered features the competition did not
- The Fleetmatics WORK Mobile App
- Integration with Fleetmatics REVEAL

Use Case

A number of Fleetmatics WORK features have helped CK Jones to save time and money in their HVAC work:

- Mobile App
- Dashboard
- Job List / Job Central
- Fieldworker Tags
- Client Detail

The company uses Fleetmatics WORK to grow the business and increase revenue by:

- Increasing the productivity of fieldworkers
- Improving customer service and response time
- Using the reports to gain important insights about the business

Results

CK Jones is able to do 4 extra jobs per field worker, per week, since using Fleetmatics WORK.

The company has reduced costs by 30% or more since using Fleetmatics WORK.

Office manager Joyce Delp finds that Fleetmatics WORK is much easier to use than the other tools that they use to run the business.

Company Profile

Company:
CK Jones

Company Size:
Small Business

Industry:
Construction

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