

Fleetmatics WORK Case Study: IPM Services

Introduction

This case study of IPM Services is based on a July 2014 survey of Fleetmatics WORK (formerly Connect2Field) customers by TechValidate, a 3rd-party research service.



“I operate a small business. Scheduling jobs using Fleetmatics WORK allows my staff to organize themselves and deal with the client rather than leaving this up to me. That gives me the time to look for more work, increasing productivity and profit.”

Challenges

IPM Services was looking to improve inefficient scheduling by using field service management software.

Use Case

Since starting to use Fleetmatics WORK field service management software, IPM Services has improved scheduling while also positively impacting dispatch and their employees ability to capture a customer’s signature at job completion.

Results

Fleetmatics WORK has made it easier for IPM Services to run and manage multiple jobs at once saving valuable time. This has led to:

- Increased worker productivity
- Improved customer service and response time
- And more captured/completed jobs

Company Profile

Company:
IPM Services

Company Size:
Small Business

Industry:
Construction

About Fleetmatics WORK (formerly Connect2Field)

Fleetmatics Group PLC is a leading global provider of mobile workforce solutions for service-based businesses of all sizes delivered as software-as-a-service (SaaS).

Our fleet management solutions enable businesses to meet the challenges associated with managing local fleets, and improve the productivity of their mobile workforces, by extracting actionable business intelligence from real-time and historical vehicle and driver behavioral data.

Learn More:

[Verizon Connect](#)

[Fleetmatics WORK \(formerly Connect2Field\)](#)