

Small Business Transportation Services Company

Introduction

This case study of a small business transportation services company is based on a March 2018 survey of REVEAL customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Reveal let’s us know who is in the vehicle and where they are at any given time to track their ETA and how we may be able to utilize them for another trip.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select REVEAL:

- Searched for a GPS fleet management solution for the following reasons:
 - Increase the productivity of drivers
 - Improve customer service and response time
 - Improve safety and security of fleet vehicles and drivers
 - Control fuel costs

Use Case

The key features and functionalities of REVEAL that the surveyed company uses:

- Used REVEAL to improve productivity in the following ways:
 - Identifying opportunities to add more jobs/day
 - Decreasing non-productive time
- Used REVEAL to improve safety and security in the following ways:
 - Coaching drivers on better driving habits
 - Monitoring driver speed
 - Having drivers compete for better safety scores
- Used the Driver ID feature of REVEAL to improve their business in the following ways:
 - Increasing productivity

Results

The surveyed company achieved the following results with REVEAL:

- Improved against key goals related to Productivity, Cost Savings, and Revenue since using REVEAL:
 - Productivity: >10%
 - Cost savings: >10%
 - Revenue: >10%
- Improved against key goals related to Customer Satisfaction, Jobs Completed Per Week, and Safety since using REVEAL:
 - Improved customer satisfaction: >20%
 - Increased the number of jobs completed per week: >20%
 - Improved safety: >20%

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Transportation Services

About REVEAL

Verizon Connect 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](#)

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