

Case Study: Medium Enterprise Construction Company

Introduction

This case study of a medium enterprise construction company is based on a April 2015 survey of Fleetmatics customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“Fleetmatics certainly helps with the day to day operations when looking for the closest vehicle to a customer for spur of the moment service calls.”

Challenges

- Searched for a field service management solution for the following reason:
 - Improve customer service and response time
- Challenge Fleetmatics WORK addressed for their business:
 - Difficulty managing fieldworkers & dispatch

Use Case

- Ways Fleetmatics WORK has controlled their labor costs:
 - More efficient dispatching of fieldworkers with the real time map and dashboard in REVEAL
- Ways in which the Fleetmatics WORK solution has grown their business and increased revenue:
 - Maintain visibility of fieldworkers for better scheduling and dispatching
 - Utilize the Reports to gain important insights into your business
 - Manage fieldworkers to improve time to customer and reduce transit times
- The biggest benefit using Fleetmatics WORK and REVEAL together.

Results

- Reasons for choosing Fleetmatics WORK over competitors:
 - The software is intuitive and simple to use
- Fleetmatics WORK features utilized to save their business time and money:
 - The reports in WORK & REVEAL
 - Mobile app
 - The dashboard in WORK & map in REVEAL
 - The fieldworker tags
- Areas of their business that Fleetmatics WORK has helped improve:
 - Dispatching
 - Labor Savings
 - Customer Service
- Reduced costs in the following areas with Fleetmatics WORK:
 - Operating costs: 20% or more

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:
Medium Enterprise

Industry:
Construction

About Fleetmatics

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](#)