

# C & S Cleaning Supply

## Introduction

This case study of C & S Cleaning Supply is based on a March 2018 survey of REVEAL customers by TechValidate, a 3rd-party research service.



“We have mainly used it to make drivers aware that we are watching. Drivers have accomplished more tasks during the day. On average our productivity has picked up approximately 10-15%.”

## 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

## 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
  - Using alerts/geofences to identify unwanted behavior
- 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: >20%
  - Cost savings: up to 10%
  - Revenue: up to 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: >10%
  - Improved safety: >20%

### Company Profile

Company:  
**C & S Cleaning Supply**

Company Size:  
**Small Business**

Industry:  
**Wholesale Distribution**

### 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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