

Stark Service, Inc.

Introduction

This case study of Stark Service, Inc. is based on a March 2018 survey of REVEAL customers by TechValidate, a 3rd-party research service.

“It has helped cut office time with the reports. What use to take almost 2 hours now takes 10-15 mins...It makes quarterly reporting so much more efficient and faster. I would quit if they decided to stop using Reveal.”

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:
 - Decreasing non-productive time
- Used REVEAL to improve safety and security in the following ways:
 - Coaching drivers on better driving habits
 - Monitoring driver speed

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: >30%
 - Cost savings: >30%
- Improve against key goals related to Customer Satisfaction, Jobs Completed Per Week, and Safety since using REVEAL:
 - Improved customer satisfaction: up to 10%
 - Improved safety: >30%

Company Profile

Company:
Stark Service, Inc.

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:

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