

Supply New England

Introduction

This case study of Supply New England is based on a February 2018 survey of REVEAL customers by TechValidate, a 3rd-party research service.



“Reveal is a great way to track trucks and to update customers without calling the driver each time.”

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:
 - Improve customer service and response time

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
- Used REVEAL to improve safety and security in the following ways:
 - Coaching drivers on better driving habits
- Used REVEAL's Driving Style feature to improve their business in the following ways:
 - Coaching drivers based on actual safety metrics

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

Company Profile

Company:
Supply New England

Company Size:
Medium Enterprise

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](#)