

Jamie Davis Towing And Storage Ltd.

Introduction

This case study of Jamie Davis Towing and Storage LTD. is based on a March 2018 survey of REVEAL customers by TechValidate, a 3rd-party research service.

Challenges

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

- Improve customer service and response time
- Improve the 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:
 - Decreasing non-productive time
 - Improving start and end times each day

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: >20%
- 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:
Jamie Davis Towing and Storage LTD.

Company Size:
Small Business

Industry:
Automotive & Transport

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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