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– Eric Witteborg, Operations Manager for America’s Moving Services

Challenge:

America’s Moving Services wanted to be able to track its vans to provide accurate ETAs and to let customers know where the moving van was at all times of the trip.

Solution Results:

- Increased fleet productivity by 50%
- Mitigated risk with NexTraq Fleet Tracking technology
- Accurate and Faster ETAs for its customers

Fleet Size:

7 vehicles



About America’s Moving Services

Established in 2006, America’s Moving Services is a family-owned business headquartered in Columbia, SC. As a full-service moving company, it provides residential, corporate and military transfer services. It strives to provide its customers with all the information they need to feel empowered – secure in the knowledge that the company they choose takes good care of them and their possessions. For more information on America’s Moving Service’s, please visit www.americasmovingservices.com.

America’s Moving Services Increases Fleet Productivity by 50 Percent with NexTraq

Full-service, long-distance moving company offers its customers peace of mind with accurate ETAs and exceptional service

Challenge:

Established in 2006, America’s Moving Services, LLC prides itself on offering exceptional customer service levels to its clients when using its long-distance moving services. Knowing that moving, especially when it’s thousands of miles, is a stressful event for its clients, America’s Moving Services wanted to be able to track its vans to provide accurate ETAs and to let customers know where the moving van was at all times of the trip.

Solution:

Eric Witteborg, Operations Manager for America’s Moving Services, decided to research GPS fleet tracking solutions. During a two-month process, Witteborg looked at five vehicle tracking solutions before deciding to purchase the NexTraq™ Fleet Tracking platform. Witteborg said, “We selected NexTraq due to the affordable pricing, the ease-of-use and the impressive GUI (graphical user interface). A lot of the solutions we looked at had an out-of-date look to them; we wanted something much more modern.”

Results:

Witteborg was impressed with the ease of implementing the hardware devices on his fleet. He said, “Because we are a nation-wide service, our vans can be located anywhere in the U.S. The NexTraq installers quickly and efficiently outfitted our fleet.”

As America’s Moving Services’ mission is to bring the integrity back to the moving services industry, being able to let customers know where their belongings are provides the company with customer service levels that Witteborg said is a benefit that’s so important it can’t be quantified.

Additionally, he has seen a dramatic increase in fleet productivity. “We no longer have to call our drivers and hope that they get the call. With the NexTraq Fleet Tracking platform, we have streamlined our dispatching and routing processes, increasing our fleet’s productivity by 50 percent,” said Witteborg.

Other results? Witteborg notes that it’s important they can pinpoint a van in real-time in the event that a van breaks down. He said, “We can immediately notify roadside assistance and get the van back on schedule for our customer.”

Witteborg also attributes the NexTraq GPS Vehicle Tracking platform with helping to mitigate risk as they are moving their clients’ valuable possessions. For a company that prides itself on empowering its customers to make the right decision for them, it looks like America’s Moving Services will see more success well into the future.

For more information on NexTraq, please visit: <http://www.nextraq.com/>