Case Study

NexTraq

"Dispatching our fleet accurately and timely has become at least 50% more efficient."

–Brandy Waugh, Office Manager of Mr. Rooter of Amarillo

Challenge:

Due to expansion, Brandy Waugh, Office Manager of Mr. Rooter of Amarillo began researching GPS fleet tracking solutions to gain a clear understanding into their fleet operations and employee productivity.

Solution Results:

- Increased Fleet Efficiency by at least 50%
- Eliminated Unauthorized Vehicle Usage
- Improved Employee Productivity with Fleet Dispatch
- Fleet Growth from 2 to 8 vehicles

Fleet Size:

8 vehicles

About Mr. Rooter of Amarillo

Established in 2007, Mr. Rooter of Amarillo is a full-service plumbing and drain cleaning company offering services to both residential and commercial customers in the Amarillo, Texas area. Committed to providing prompt and affordable plumbing repair and maintenance services, it puts the needs of the customer first to ensure complete satisfaction. Because Mr. Rooter of Amarillo understands that plumbing emergencies occur at any time, day or night, they offer service 24 hours a day, seven days a week. For more information, please visit http://www.amarillo.mrrooter.com/.

Mr. Rooter of Amarillo Improves Fleet Efficiency by 50 percent with NexTraq Fleet Tracking

Residential and commercial plumbing company increases productivity with Fleet Dispatch while improving communication between its dispatchers and drivers

Challenge:

Established in 2007, Mr. Rooter of Amarillo provides residential and commercial plumbing services as well as drain cleaning. Due to expansion, Brandy Waugh, Office Manager of Mr. Rooter of Amarillo, began researching GPS fleet tracking solutions to gain a clear understanding into their fleet operations and employee productivity.

Solution:

Waugh examined several fleet management solutions before selecting the NexTraq® Fleet Tracking solution. Waugh said, "We looked at three different fleet tracking companies prior to NexTraq. We ended up choosing NexTraq because we liked that we own the equipment at the end of the lease, there weren't any initial expenses and the company is U.S.-based."

Results:

Within weeks of using the NexTraq GPS Fleet Tracking solution, Waugh noticed an increase in productivity. With the implementation of Fleet Dispatch, a dispatching solution providing two-way communication between dispatchers and employees, the dispatching process was automated and streamlined. The biggest benefit? Waugh, said, "Dispatching our fleet accurately and timely has become at least 50% more efficient." Waugh adds that after using the NexTraq solution in three of their vehicles, it became clear that it was necessary in all of their vehicles. "With Fleet Dispatch, our processes run smoother for both our staff and our customers."

Waugh also enjoys the peace of mind that the solution brings. Waugh, said, "We purchased the solution, because our operations needed to be more fluid. However, we were surprised to discover we did in fact have after hours and unauthorized usage going on. We were able to put a stop to such activities immediately, as well as have documentation to support our discoveries."

Additionally, Waugh found that because her drivers knew they were being tracked, the level of accountability increased. "Now that our drivers know they are being monitored, the level of accountability has increased. Our drivers ask permission to use the vans after-hours and driving behaviors have improved because our drivers know their speeds are being monitored."

Starting with just two vehicles, the family-owned and operated company has expanded its fleet size to 8 vehicles in the last four years. The NexTraq Fleet Tracking solution has been a key component in allowing that growth. Since implementation, Waugh states that it has created more time for their staff resulting in more time spent with their customers. "The NexTraq Fleet Tracking solution isn't a luxury but a necessity for Mr. Rooter of Amarillo."

For more information on NexTraq, please visit:
www.nextraq.com