Case Study

NexTraq®

"We have increased service revenue by 9 percent since using NexTraq GPS technology. Additionally, payroll expenses have decreased by 12 percent with accurate labor costs."

Frank Steinocher
Chief Information Officer for
Shumate Mechanical

Challenge:

Shumate Mechanical needed to automate their operations due to company growth and its objective to exceed customers' expectations.

Solution Results:

- Increased service revenue by 9 percent
- Decreased payroll expenses by 12 percent
- Reduced service head count by 10 percent
- Exceeded customer service expectations

Fleet Size:

80 vehicles

About Shumate Mechanical, LLC

Established in 1978, Shumate Mechanical is a family-owned business that provides HVAC services to the residential, commercial and industrial markets. Shumate Mechanical is a female-owned minority business and has installed more than 250,000 existing HVAC units. Shumate Mechanical has the experience and dedication to make complicated problems simple. Offices are located in the Atlanta and Raleigh areas. For more information, please visit: http://www.shumatemechanical.com.

Shumate Mechanical Increases Service Revenue by 9 Percent with NexTraq Fleet Tracking

Full Service HVAC company implements NexTraq's GPS Fleet Tracking solution to improve customer service and reduce costs

Challenge:

Shumate Mechanical, LLC, a leading provider of HVAC services, was growing at a tremendous rate and expanding its business into the industrial, educational and government markets. To keep its operations on pace with its growth, Shumate Mechanical implemented a four-year plan to automate its business processes to become electronic, paperless and wireless. As part of its automation plan, Shumate Mechanical began looking for a fleet tracking solution to optimize its fleet management.

Solution:

Shumate Mechanical reviewed several GPS fleet solutions before selecting the NexTraq® Fleet Tracking solution. The key criteria came down to an easy-to-use and intuitive cloud-based platform that its staff could learn quickly to begin to optimize its fleet management. Frank Steinocher, CIO for Shumate Mechanical, said, "Each dispatcher within our company is responsible for a group of vehicles. They work inside the NexTraq solution all day to ensure that our standard operating procedures are in place and driver productivity is high. Additionally, the NexTraq management team was very helpful and met our tight deadlines."

Results:

Since implementing the NexTraq Fleet Tracking solution, Shumate Mechanical has increased operational efficiencies while maximizing revenue.

"We have increased service revenue by 9 percent since using NexTraq GPS technology," noted Steinocher. "Additionally, payroll expenses have decreased by 12 percent with accurate labor costs."

Shumate Mechanical prides itself on exceeding customer expectations. With its GPS fleet tracking automated, they can easily handle high-volume service call days by using the NexTraq solution to establish vehicles closest to residential or commercial calls. Moreover, with the ability to track driver performance, the company has decreased the amount of unapplied time, ultimately improving customer service.

Steinocher said, "Our technicians are all NATE-certified (North American Technical Excellence) and aware of their performance on a daily, weekly and monthly basis. This drives them to provide the best customer service in our industry."

Shumate Mechanical plans to continue to automate its processes as its operational needs grow or change by selecting the best technology to ensure they have the competitive advantage over its competitors.

Steinocher concludes, "NexTraq is a progressive company on the forefront of fleet tracking technology. I consider them my GPS expert. By aligning myself with experts, our entire company works smarter and more efficiently."

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