Case Study

NexTraq™

"I can directly attribute fuel cost savings of 10 percent to the NexTraq Fleet Tracking solution."

Jeff Amstutz, Operations Manager, Park Ellis ServiceMaster

Challenge:

Established in 1963, Park Ellis ServiceMaster, a full service cleaning and restoration company needed a GPS fleet tracking and dispatching solution to monitor service vehicles and better communicate with its drivers.

Solution Results:

- 10 percent decrease in fuel costs
- 20 percent increase in driver productivity
- Improved customer service levels

Fleet Size:

15 vehicles

ServiceMASTER Clean

About Park Ellis ServiceMaster

Park Ellis ServiceMaster prides itself on providing superior cleaning and disaster restoration services. With two offices located in Toledo, OH, Park Ellis ServiceMaster dispatches trained and equipped technicians to provide peace of mind if an emergency happens. A member of the Better Business Bureau, Park Ellis ServiceMaster is an EPA-certified firm and offers Clean Green products to reduce its environmental impact. You can find them on Twitter at @smparkellis and on Facebook at www.facebook.com/pages/Toledo-OH/ServiceMaster/102616171114. For more information, please visit their Web site at http://www.smparkellis.com/.

Park Ellis ServiceMaster Reduces Fuel Costs by 10 Percent with the NexTraq Fleet Tracking Solution

Residential and commercial cleaning and restoration company increases driver productivity by 20 percent with Fleet Dispatch while improving customer service

Challenge:

Established in 1963, Park Ellis ServiceMaster, a full service cleaning and disaster restoration company, needed a GPS fleet tracking and dispatching solution to monitor service vehicles and better communicate with its drivers. With two offices and 15 vehicles in its fleet, Jeff Amstutz, Operations Manager for Park Ellis ServiceMaster, knew the potential benefits and cost savings a GPS fleet tracking solution could provide his organization.

Solution:

Amstutz researched several GPS fleet tracking solutions and GPS-enabled smartphones before selecting the NexTraq™ Fleet Tracking solution due to its ease of use and value. Amstutz said, "The NexTraq platform proved to be the most economical solution for our organization and I knew we could achieve substantial savings in fuel, maintenance and operational costs."

Results:

Since implementing the NexTraq Fleet Tracking solution and the Fleet Dispatch integrated dispatching solution, Amstutz was able to verify the location of his vehicles, improve communication with his drivers and ultimately provide better customer service levels by providing clients with an estimated time of arrival.

Amstutz said, "The Fleet Dispatch solution alone has saved drivers two hours a day in travel time because they know exactly where they are going and don't have to call in for directions. That's a 20 percent increase in driver productivity."

Features such as the 32-point geo-fencing in the NexTraq Fleet Tracking solution have increased security for his company's vehicles as he knows where the drivers are at all times. Additionally, Park Ellis ServiceMaster has increased their bottom line by reducing operational expenses including maintenance and fuel costs.

Amstutz adds, "I can directly attribute fuel cost savings of 10 percent to the NexTraq Fleet Tracking solution."

Since implementing the NexTraq platform, Amstutz states that the 100 percent cloud-based solution has proven to be extremely reliable. He also values his relationship with NexTraq as many of his ideas submitted to customer service are passed to development to provide customers with the features they need.

"We have had a great partnership with NexTraq," says Amstutz, "The NexTraq Fleet Tracking solution has enabled us to provide better customer service to our clients, a competitive differentiator in the marketplace."

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