



Editors note: Teletrac Inc. and Navman Wireless are now merged as a global telematics powerhouse. This content was created prior to the unification of both brands.

Service Today has benefited from Navman Wireless technology in these ways:

- Real time fleet visibility, improved fleet efficiency, better fleet scheduling and increased ability to service clients comprehensive custom reporting
- Improved insight into driver behaviour and vehicle idling with real-time data
- Minimised downtime by ensuring all vehicles are working at full potential to improve efficiency whilst on a job
- Decreased fuel consumption and cost through monitoring personal vehicle use by staff members
- Track stolen equipment

Company Overview

Founded in 2008, Service Today is a family owned plumbing and electrical company headquartered in Sydney, offering a wide range of maintenance services to residential and commercial customers. It has 70 employees with offices and services also located in Adelaide and Melbourne.

The Challenge

With the company's fleet operating throughout New South Wales, Victoria and South Australia, Service Today needed a tracking solution to monitor its technicians, no matter where they were in order to

optimise productivity and efficiency. Before choosing Navman Wireless, Service Today was not using any fleet tracking system. This led to unnecessary downtime as it was hard to determine which technicians were available and close to new jobs which came through. Not having a fleet tracking system also made billing a challenge without having proper reports to verify the time spent on each job. Zak Saboune, Founder and General Manager at Service Today said, "It was a logistical nightmare before using Navman Wireless without having any visibility into the fleets to understand status of jobs and where my employees were which impacted efficiency and customer responsiveness."

The Solution

In order to gain better visibility of its vehicles activity and more efficiently manage its technicians' time, Service Today implemented tracking initially in five vehicles as a trial. After realising the positive impact of added visibility the vehicle tracking devices had on its business, Service Today rolled out additional devices to its entire fleet of 50+ vehicles. Service Today has also implemented Navman Wireless in its excavators for security purposes, ensuring stolen equipment can be tracked and returned.

Saboune said, "Navman Wireless has increased the profitability and the productivity of our business. Navman Wireless' vehicle tracking devices are as important to our business as the hand tools our technicians carry to do their daily jobs."

The Outcome

With clear insights into the fleet's use and operations, Service Today is now able to service its customers in record time. Being able to track vehicles has greatly increased efficiency by decreasing the downtime of technicians, as managers can now quickly see who is available and nearest to a job. Comprehensive reporting has allowed Service Today to streamline its billing by quickly verifying timesheets to determine the amount of time a technician spent on a job.

With vehicle tracking devices Service Today has saved on petrol by being able to monitor when vehicles are being used for personal reasons as a rule can be set to alert managers if they are being used on Sundays or after work hours. Another added cost benefit of having tracking devices installed in Service Today's vehicles is with savings on insurance policies thanks to the added security. It has also helped recover stolen equipment – in one situation Service Today was able to recover a stolen excavator before the police were able to locate it.

"Navman Wireless has reduced our petrol costs and downtime, reduced maintenance issues and improved the way we conduct business with service technicians on the road. It makes our business run smoothly which allows us the time and capacity to grow. Anyone who is running a logistics business would be remiss not to have a tracking system like Navman Wireless in place," said Saboune.

"Navman Wireless has reduced our petrol costs and downtime, reduced maintenance issues and improved the way we conduct business with service technicians on the road. It makes our business run smoothly which allows us the time and capacity to grow. Anyone who is running a logistics business would be remiss not to have a tracking system like Navman Wireless in place."

**Zak Saboune, Founder and
General Manager, Service Today**