

## Fleet Management for an Interstate Construction Operation:

The AME, Inc. Story



**Company Name:**

AME, Inc.

**Location:**

Fort Mill, SC

**Industry:**

Industrial Contracting

**Fleet Size:**

54

**Customer Since:**

2006

with their singular focus on GPS-based tracking... they were local, and very responsive to our questions and needs. After that we didn't need to look at anyone else."

Here's how Navtrak's fleet management system has made AME a more productive and profitable business, from three different perspectives within the organization:

### The Owner's Perspective

- **Employee accountability** – Campbell says he would get phone calls telling him his trucks were seen in various places off hours, and he would have to spend time trying to figure out who it was. "We let our foremen take their vehicles home, but when you take that liability on, of letting your people drive your company trucks around, you need to know where they're going. You want to know when they're doing what they're supposed to do, and when they're not."
- **Business planning** – Navtrak's sophistication as a complete fleet management system (as opposed to simply tracking vehicles on a map) helps AME plan for the future in both their crane rental and contracting business. The information it collects helps them to analyze (quarterly) where their cranes are operating and determine whether opening a satellite office for the rental business is justified. They also plan to give their foremen laptops in the field to process time cards and work orders, in part using the real-time, location-based data Navtrak delivers.
- **Customer relations** – AME understands the importance of accurate information when dealing with customer complaints or questions. "You might think 15 minutes late to a job site is no big deal... but when it happens consistently over time, all of sudden you start hearing from your customers, 'Your guy's not getting here at 7:00 like he should.' Before, we'd have no way to confirm or deny that," Campbell notes. "And so what you end up with is a problem between you and your customer – all because of some little side trip someone is taking. So that's why we have it. And our guys understand that now. They know we only use it to make sure we deliver quality to our customers, period."
- **Cutting unnecessary costs** – "It's the little things – side trips during the day using company vehicles, time spent trying to track down work crews, paying overtime for guys to fill out manual time cards – that really cost you when you add them up," says Campbell. "We're so spread out in our operation, we can't be out there making sure everyone is doing their job and time isn't being wasted. But with the system in place, we know that these things just don't happen anymore. We can document it. That makes us a stronger company."

### Overview

AME (American Mechanical Erectors) Inc., founded in 1960, is a third-generation, family-owned industrial contractor operating across the Eastern half of the United States. With over 50 vehicles, 200+ pieces of equipment and 130 employees in the field over multiple states, managing their complex mobile workforce is quite a challenge for the Fort Mill, SC-based operation. They also own a successful crane rental business, with 25 cranes available to other contractors in the area.

Gregg Campbell, President and Chief Operating Officer of AME, has watched the company grow and succeed through many new technologies from personal computers to cell phones. So when GPS tracking emerged as a tool for managing mobile workforces, he was interested from the start. "We first looked into it about four years ago, but found it too expensive then," Campbell said. "But as we grew larger and spread out to different states, it was getting harder and harder to know where all of our crews were and what they were up to. And since we're accountable to our customers everywhere, we realized we *had* to know – we couldn't guess."

AME started looking for a GPS tracking solution that was easy to use, sophisticated enough to be able to integrate with other mobile technologies in the field (i.e. laptops or PDAs), and importantly, would be supported by local sales and technical staff. "We met with Navtrak and were impressed

“ The [Navtrak] system makes us more responsive, it makes us more efficient... did we survive as a business beforehand? Sure. But can we imagine our business without GPS tracking now? No. You just come to depend on that immediate information. ”

- Gregg Campbell

President & COO  
AME, Inc.

## Driving Business Success

## The Accounting Department's Perspective

- **IFTA tax reporting** – Companies with large trucks operating across multiple states are required to comply with IFTA (International Fuel Tax Association) guidelines to make sure they paying state and federal fuel taxes correctly. Navtrak allows users to run specially-designed reports that detail mileage in each state to facilitate IFTA reporting. “Here’s an area where the system really pays off,” said Campbell. “Our purchasing agent used to have to rely on each driver manually keeping mileage records on their own, and then compile that information into a spreadsheet or something. It was inconvenient and time-consuming. But with Navtrak, she just runs a report for each vehicle, and the system lets her import that data into a spreadsheet. A few clicks and boom, it’s done, versus all of that manual record-keeping.”

- **Customer billing** – In many cases, AME needs to charge mileage back to their customers. With Navtrak, they can simply click a button and know how many miles the vehicles working on a particular job have driven.

“ I have to stay on top of 200 pieces of equipment -- and the schedules of 90-100 workers -- every day, and I can't imagine doing that without Navtrak now. It helps me out in countless ways. I'd recommend it to anybody who needs to manage vehicles. ”

- **Scotty Terlinde**  
Dispatcher - AME Inc.

## The Dispatcher's Perspective

- **Immediate location of workers/equipment** – Scotty Terlinde, the lead dispatcher and field coordinator for AME, is responsible for keeping track of the location and activity of over 200 pieces of equipment and 90-100 workers on a daily basis. Using Navtrak has made his job much easier: “Now I don’t have to be constantly calling drivers and nagging them, because I can immediately see where they are at any given time just by looking at the Navtrak maps. The system helps me out in countless ways. I’d recommend it to anybody who needs to manage vehicles.”

- **Instant response to schedule changes** – With crews working across multiple states and scores of projects to keep on schedule, Terlinde can’t afford to waste time re-routing drivers or finding replacements for workers unable to get to job sites on time. “Navtrak lets me know immediately when a guy can’t get to a job site for whatever reason, and lets me send someone else, someone I can see who is close and available to that particular job,” Terlinde said. “Before you’d have to wait for that driver to get there, or eventually figure out that someone else was needed – but a lot of time would be wasted.”

Campbell stresses that the information AME has access to through Navtrak and the increase in overall efficiency are what makes the system essential for their operation: “The system makes us more responsive, it makes us more efficient, and just like it was when we first started using other new technologies, same thing here... did we survive as a business beforehand? Sure. But can we imagine our business without GPS tracking now? No. You just come to depend on that immediate information.”

## Navtrak:

### The Proven Remedy for Mobile Workforce Headaches

All organizations with mobile workforces contend with “headaches” that limit productivity and reduce profits. If any of the following pain points is an issue for your business, be sure to read the corresponding case study (available at [www.navtrak.net](http://www.navtrak.net)) to learn how Navtrak provides the cure!

- Excessive overtime costs:  
*The Bug Doctor story*
- Insufficient knowledge of vehicle location/activity:  
*The Sunshine Paving story*
- Inaccurate dispatching:  
*The Dove Pointe story*
- Security and liability concerns:  
*The J.H. Peterson story*
- Inaccurate tracking of vehicles:  
*The Boucher Real Estate story*
- Inefficient delivery practices:  
*The Somerset Food Service story*

For more information on how Navtrak can “heal” your mobile workforce headaches, contact your local Navtrak salesperson today, or email us at [sales@navtrak.net](mailto:sales@navtrak.net).

## GPS-Based Management Tools for Businesses with Mobile Workforces

