

Protecting Service Vehicles and Perfecting Customer Service:

The J.H. Peterson Story

**Company Name:**

J.H. Peterson Plumbing, Inc.

Location:

Silver Spring, MD

Industry:

Plumbing

Fleet Size:

5

Customer Since:

2005

The Problem

J.H. Peterson Plumbing boasts a remarkable 20-year history of service in the greater Washington DC area. The million-dollar Silver Spring, Maryland company offers full-service plumbing with the ability to service and install complete plumbing and hydronic heating systems, including radiant heat.

J.H. Peterson tackles an average of 75 service calls each week on a 24/7 schedule by utilizing a service fleet with trucks valued at over \$55,000 per vehicle. John H. Peterson, company founder and past president of the Washington Suburban Master Plumbers Association, is proud of the company's motto: "We're the good guys your friends told you about."

However, three years ago—and only two weeks before Christmas—the company suffered a loss of a service vehicle through employee theft.

Peterson explained, "We had a newly hired technician steal one of our trucks. We drug test, background check and we do all the right things. But this technician had worked for one of my supervisors previously at another company, and because it was right before Christmas, we held off on testing. He worked for us two weeks and then didn't show up on Christmas Eve. And neither did our truck."

Police recovered the truck nearly a week later, but because the company allows employees to take trucks home, the driver could only be charged with unauthorized use of a vehicle and only had to pay a small fine.

This event combined with rising costs of insurance, problems with technician timesheet errors, and increased vehicle misuse caused J.H. Peterson Plumbing to actively search for a GPS tracking system.

The Solution

"In my case, literally within two weeks after the vehicle theft happened, we had GPS on all our trucks. I really liked the way Navtrak worked. It was web-based and much easier to deal with and offered me the ability to access it anywhere."

In addition, Peterson cited a highly detailed time reporting system and vehicle speed monitoring as features that influenced the company's decision to go with Navtrak.

"In the past, I had to go completely by what my technicians were saying. And unfortunately, I had employees abuse that. I actually had the experience of being at a job site with no technician in sight, and having the technician call me on my cell and tell me he was leaving the site. I was at the job site and I was standing completely alone and he wasn't there," recalls Peterson.

Navtrak's vehicle tracking ability particularly met Peterson's desire to maintain the quarter-million-dollar assets that his fleet of service trucks represented.

"Before Navtrak, I was spending a lot more time trying to keep track of my trucks instead of growing my business. This was very frustrating to me and I needed a solution that would free up my time in that area."

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John H. Peterson

Founder and President
J.H. Peterson Plumbing



Driving Business Success

The Results

Seven months after the company implemented Navtrak, the solution proved its mettle when an employee was fired for being chronically late. The employee filed a grievance against the company through labor relations, which could have resulted in thousands of dollars in penalties. "All we did was print out his reprimand using Navtrak, we sent that information and the suit was thrown out. I can't put it in monetary terms. And I haven't had to pay unemployment for two employees who have since tried to cheat our system," explained Peterson.

Three years ago when Navtrak was implemented, Peterson saved 1 to 2 hours a week of technician errors on timesheets in the first six months. The savings quickly had an impact on the company's bottom line.

"Every week we know the technician turns in a timesheet backed by Navtrak. The system continues to pay for itself, whether the techs are putting down the wrong time on purpose or not. It saves you the money that quickly accumulates from these small mistakes."

Another surprising result from installing Navtrak has been a direct reduction in insurance rates. In the company's first year of implementation, they presented their liability insurer with a full breakdown of the protection features that a GPS tracking system had, and the insurer reduced their truck liability insurance rate.

Navtrak has given Peterson lower insurance rates, up-to-the-minute maintenance reports on his vehicles, and most importantly it has enabled his company to live up to its mission of being an outstanding service provider to its customers.

"We can't afford to be in business unless we manage our money and our technicians in the best way possible. Navtrak lets us do that. I've referred 12 people to Navtrak and every single one has thanked me and couldn't believe what they did before without it. My nephew even has it on his delivery trucks—so it's even in my family. To me, Navtrak is like Kleenex is to facial tissue. We don't say GPS, we say Navtrak."

About Navtrak

Navtrak leverages GPS, mobile wireless networks and the Internet to deliver real-time vehicle tracking data to field delivery and services fleet management. Designed to empower businesses with remote worker knowledge, Navtrak increases employee efficiency, enhances customer service and improves the overall profitability of service organizations.

To learn more about the Navtrak solution, visit www.navtrak.net or call 800.787.2337.

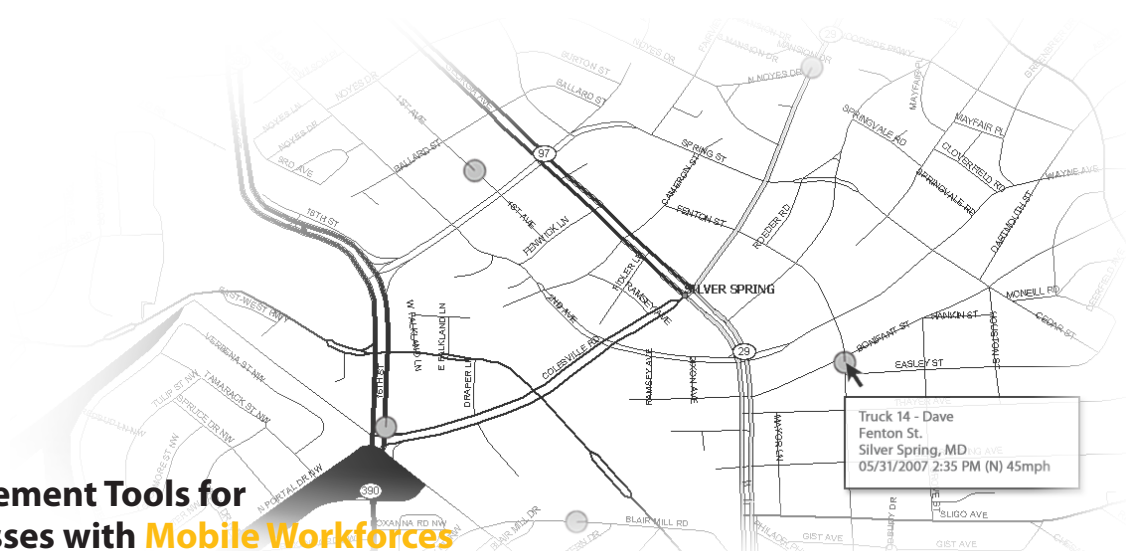
Navtrak:

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) 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 Alure Home Improvements 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.



GPS-Based Management Tools for Businesses with Mobile Workforces