



Networkfleet™ helps *Coast Plumbing* save over 20% in monthly fuel costs

"What Makes Us Different, Makes Us Better" is the mantra at Coast Plumbing, Heating & Air, Inc. a professional plumbing, heating and air conditioning service contractor located in Orange County, California. Coast Plumbing is using a fleet GPS and remote diagnostics product called Networkfleet™ manufactured by Networkcar® to help them deliver on this mantra everyday.

According to Jerry Herrington, fleet supervisor for Coast, "Networkfleet's GPS and online mapping system has allowed us to more efficiently route service technicians to customer sites and provide the prompt service we are known for." Coast installed systems on its 28 vehicles in March 2004 simply intending to better track their vehicles. However, the company discovered that the technology had many more benefits.

Online vehicle location mapping

"By knowing where our technicians are at all times, we've been able to respond to more last minute service calls which translates into better customer service and more revenue," said Herrington. Networkfleet's landmarking feature allows Coast to plot customer sites on a web-based map to show which driver is closest to a customer site. "Response time is critical in this industry and this technology helps us to get to the customer faster," said Herrington. Better routing and faster response time has translated into a **15% increase in revenues** because Coast was able to increase the



number of jobs it completed in the first month the system was installed.

Improved driver safety

Not only does the system help Coast get to their customers faster, it also helps them reach their customers more safely. With Networkfleet™, Coast has the ability to monitor driver speeds to increase safety and reduce liability. According to Herrington, "Over 50% of our drivers were speeding on a regular basis. One vehicle even reached 93 mph. **Thanks to this technology, we've been able to curb speeding and encourage safe driving which reduces accidents.**" Coast receives a daily fleet exception report that shows which vehicles have exceeded a preset speed threshold. The vehicle name and location of the infraction are included in the report.

Fuel cost savings

With Networkfleet's easy-to-use reporting suite, Coast can access remote diagnostics from their vehicles including real-time mileage, idle time and MPG data. This allows them to curb unauthorized driving, reduce idling and compare mileage to fuel card purchases. According to Herrington, "We have saved over 20% in fuel costs by reducing unauthorized mileage in the first two months of using the system." On average, Coast eliminates 80 miles per month per vehicle by ensuring that vehicles are used for company business only. According to AAA, vehicle wear and tear costs companies an average of 16.2 cents per mile. Combined with the fuel

savings, Coast saves a total of over \$2,300 per month in expenses using Networkfleet. Herrington comments, "It is truly amazing — the system has **paid for itself within the first month.**"

Remote Diagnostics

A Chevrolet dealership in Costa Mesa, California services Coast's fleet. Dealership technicians can log directly into Coast's Networkcar website and determine which vehicles have trouble codes, recalls or decreased fuel efficiency. There is no need for technicians to use a scan tool. This real-time information allows the service department to procure parts in advance and pinpoint problems remotely, which leads to quicker service for Coast's fleet.

"Our service provider knows exactly when our vehicles are due for scheduled maintenance and they let us know which vehicles to bring in. They can spot vehicle problems at an early stage which helps us maximize our warranties," said Jerry Herrington. "By repairing problems immediately we also reduce long term repair costs. Networkfleet helps us keep our vehicles in top condition so we rarely run into a situation where we don't have the fleet assets we need to meet our workload."

"Our fleet GPS and diagnostic monitoring system helps us to differentiate ourselves from our competitors on so many levels — we've been extremely satisfied with the results and would recommend this system to anyone looking to improve their business," said Herrington.

**For more info on Networkfleet,
Call (866) 227-7323**

**Email: Salesinfo@networkcar.com,
or visit www.networkcar.com**