



## Clyne and Bennie Plumbing

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.

### Clyne and Bennie Plumbing enjoys these benefits with Navman Wireless:

- Reduced fuel use
- Better service team dispatching
- Peace of mind should theft occur
- Better use of company vehicles and assets

Master Plumber Clyne & Bennie Plumbing has over 70 years combined management experience in Christchurch. During that time the company has built a credible reputation for providing exceptional residential and commercial plumbing services.

Managing Director Martin de Gouw made the decision to install the Navman Wireless fleet tracking system to help increase the efficiency of staff members and increase fuel savings.

#### **Better business performance = satisfied customers**

"Initially we decided to use Navman Wireless to help our mobile service team, so dispatch would be aware of the locations of our staff and not send one member from A to B, and back to A again. Dispatch can now see who is the best placed driver to attend a job," said Martin.

Being able to better monitor the locations of the service team has also allowed the business to speed up conversations with its customers.

"We can easily let customers know when our team members are due to arrive on site and if there's a delay along the way we can quickly inform and update them with a new arrival time. Overall it's sped up how we respond to customer queries," continued Martin.

Any potential disputes are also resolved quickly. "It's easy to lose track of time and everyone does it but with Navman Wireless we're able to produce accurate reports for clients that can't be argued against," said Martin. "What may seem like a short job on paper sometimes takes longer than expected. By being able to go into our records and prove a member of staff was on site for a certain amount of time has helped us maintain good relationships with customers. Once our customers know we track the fleet they know they're getting a cost effective service."

#### **Peace of mind over assets**

The Navman Wireless tracking system also gives Clyne & Bennie Plumbing piece of mind over where its assets are located. "It's an added layer of protection for us. Since the earthquakes in Christchurch there have been a lot of equipment and vehicle thefts. So far we haven't had an asset stolen but knowing that our vehicles and assets are tracked gives us piece of mind should the worst happen," said Martin.

After tracking the service team for over 12 months the system was rolled out across the whole fleet and Clyne & Bennie Plumbing quickly saw savings in the fuel department. "We've definitely seen savings in

fuel use and we also use the system to record our road user mileage as well as logging each vehicle's registration and warrant requirements. This helps us track the maintenance needs of our fleet," Martin added.

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through what we need to know."*

**James Cowles—Director, Clyne & Bennie Plumbing**

Another noticeable benefit the company has enjoyed is how company vehicles are used outside of normal working hours. "Staff no longer take chances using company vehicles outside of work hours. They'll always ask first and if it's for a legitimate use, such as their own car has broken down or it does not have a towbar, then that's fine.

Before the Navman Wireless system was installed we used to get the odd question of why someone was using the vehicle after hours, now I can say that member of staff asked and had permission." Members of staff who have access to the system are also fully trained up by Navman Wireless. "When we fitted the system in our fleet we had training for all our staff that had access to it," explained James Cowles – Director, Clyne & Bennie Plumbing. "Certainly when we've needed to ask a question Navman Wireless has showed up with support locally and guided us through what we need to know.

"Overall Navman Wireless has given us the ability to get a better understanding of the accuracy of staff time-keeping and we're able to work with them to get it right. Losing ten minutes here and there isn't acceptable to us or our clients so we've been able to increase our efficiencies and make sure that time management is done a lot more accurately. The savings we've made in fuel use alone have covered the cost of tracking additional vehicles."