

Field Services

Installation



more and earn more. "The job our technicians do is pretty tough," said Huang. "The last thing they need to worry about is getting lost. TeleNav Track has definitely helped our morale and retention."

The company takes comfort knowing that technicians are safer on the roads. Before, when looking at paper maps while driving, rear-end accidents were fairly common. The voice-activated driving directions offered by TeleNav Track are significantly safer.

"Our technicians aren't driving around trying to find their way which cuts fuel usage considerably."

- Tong Huang, IT Manager

RESULTS

In a high-growth industry where every job translates to dollars earned, TeleNav Track helps Satellites Unlimited maximize every minute their technicians spend on the road. "Our technicians have come to depend on TeleNav Track," said Huang. "They get in their vehicles and take off without worrying about how they're going to get to the job site. TeleNav Track takes them there."

How can we help your business?

For more information contact us.

www.telenavtrack.com

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Satellites Unlimited

Satellite dish company boosts productivity and employee morale.

BENEFITS OF TELENAV

- Productivity boost**
 Without getting lost, Satellites Unlimited technicians can complete more jobs in a day.
- Fuel savings**
 With TeleNav Track, Satellites Unlimited technicians easily navigate to job sites, reducing fuel waste.
- Increased safety**
 Looking at maps while driving is a safety hazard. With TeleNav Track this can be avoided.
- Improved employee morale and retention**
 Satellites Unlimited technicians say that TeleNav Track makes their job easier. Paid on commission, technicians can get more done in a day or go home earlier.

CHALLENGE

Satellites Unlimited has several critical priorities: maximize the efficiency of technicians to boost productivity while ensuring safety and improving employee morale. By navigating technicians to the job site, TeleNav Track is invaluable in helping Satellites Unlimited achieve these goals.

Previously, technicians were left to their own devices to find out how to get to the job site. Most relied on paper maps, but looking at maps while driving posed a significant safety hazard. Many technicians would linger in the office printing out maps and calling customers for directions, wasting valuable daylight hours. Some even bought their own GPS devices.

SOLUTION

In February 2008, Satellites Unlimited decided to deploy TeleNav Track on their Motorola Symbol devices. The company chose TeleNav Track for its low total cost of ownership.

TeleNav Track boosts productivity for Satellites Unlimited by helping the technicians get to their job sites more quickly and efficiently. "Originally it was all about saving time," said Tong Huang, IT Manager for Satellites Unlimited. "When it starts to get dark, there's only so much we can do. Now our technicians get out of the office 30-60 minutes earlier each morning and have a better shot of completing all jobs."

In addition to saving time with TeleNav Track, GPS navigation reduces fuel waste. "Our technicians aren't driving around trying to find their way which cuts fuel usage considerably," said Huang.

Satellites Unlimited has also benefitted from an improvement in employee morale and retention. Technicians can be done with their work as early as 3:00 pm or have the opportunity to work

SITUATION

Based in Birmingham, AL, Satellites Unlimited provides installation and repair services to Dish Network customers. Serving portions of six states in the southern U.S., the company's 450 technicians complete more than 1,000 jobs a day.

The satellite dish industry has grown substantially over the last five years. Five years ago, Satellites Unlimited completed just 1,800 jobs per week, less than a quarter of their capacity today. The company quickly realized that to keep up with demand, they would have to eliminate their paper-based processes. TeleNav Track is a key component of the company's automation solutions.