

Field Services

HVAC



HVAC company meets service commitment with help from TeleNav Track.



BENEFITS OF TELENNAV

- Efficient communication**
 Job details are sent electronically, improving efficiency and productivity.
- Fast customer service**
 With faster response times, One Hour Air meets its service commitment of "always on time or you don't pay a dime."
- Improved navigation**
 GPS navigation helps improve customer response times and saves on fuel and unnecessary mileage.
- Increased safety**
 Speeding has been reduced with TeleNav Track's speed alerts.

Previously, dispatchers provided technicians with customer information over the phone. This process was time consuming and wasted time for both technicians and dispatchers. Technicians relied on paper maps to find their destinations. They turned in paper forms documenting their work which meant managers had no way to ensure the information was accurate. The company lost money, to the tune of two hours per person per week, due to timecard rounding.

Plus, the company had no efficient way to route technicians. They would send a technician to a job whether he was 10 or 50 miles away.

SOLUTION

In May 2005, One Hour Air implemented TeleNav Track. Now dispatchers can send all job details electronically to the technicians' phones. They can quickly locate and route vehicles in less than a quarter of the time it took previously. What once took two or three hours now takes 30 minutes.

"As our service commitment says, if we are not on time to an appointment, the customer does not pay for the visit," said Jessica Kelly, Office Manager of One Hour Air Conditioning & Heating. "Before having an effective call routing system in place, we were absorbing 15-20 percent of servicing costs. After implementing TeleNav Track, we saw an immediate increase in meeting our customer timeframes."

Technicians can now more easily find their way to job sites, which also improves customer response times. "GPS navigation is used on almost every single call for every technician in our company," said Kelly.

TeleNav Track also provides safety advantages.

"With the system's reports, we can track our drivers' speeds," said Kelly. "We haven't had a single speeding ticket since we've had TeleNav Track."

With TeleNav Track, the company changed its timecard policy, improving morale and accountability. Rather than dispatchers recording job times, sometimes incorrectly, the technicians can do it themselves. And the company can compare timecards to TeleNav Track GPS data to improve accuracy. "Our technicians know that we know where they are, so they are motivated to do the right thing."

"TeleNav Track has been absolutely successful. Today, our technicians are on time to more than 99.9 percent of appointments."

- Jessica Kelly, Office Manager

RESULTS

Instituting a stringent service commitment requires One Hour Air to constantly evaluate their methods to ensure their technicians' efficiency. "TeleNav Track has been absolutely successful," said Kelly. "Today, our technicians are on time to more than 99.9 percent of appointments, making for happy customers and substantial savings."

SITUATION

Based in Gilbert, Arizona, One Hour Air Conditioning & Heating offers cooling and heating services to residents of the greater Phoenix area. With a customer base of nearly 40,000 and 18 technicians serving an area of more than 1,000 square miles, the company needed a GPS solution that would allow them to efficiently route and communicate with technicians for faster customer service.

CHALLENGE

One Hour Air has a unique slogan: "always on time or you don't pay a dime." To avoid absorbing service costs, the company needs to maximize every possible efficiency to provide fast customer service. TeleNav Track helps them achieve this important customer service goal.

How can we help your business?

For more information contact us.

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