

## Field Services

Property Management

Property management company praises TeleNav Track for its affordability.

### BENEFITS OF TELENNAV

- **Improved customer service**

By dispatching the closest maintenance employee, Westland Real Estate Group can serve tenants quickly and efficiently.

- **Cost savings**

Recognized for its affordability, TeleNav Track LITE™ allows Westland Real Estate Group to save over its previous solution.

is its maintenance staff. Monitoring maintenance staff allows the company to ensure they provide the level of service their tenants deserve. After changing carriers and dropping a previous GPS solution, the company chose TeleNav Track LITE because it provides reliable GPS data at an affordable cost.

### SOLUTION

Westland Real Estate Group uses TeleNav Track LITE in three primary ways. First, GPS data allows the company to monitor the locations of maintenance staff. "We take pride in offering quality properties," said Abe Greenspan, Assistant IT Manager. "We trust that our employees provide great service to our tenants, but knowing where they are offers important peace of mind."

Second, TeleNav Track LITE enables the company to effectively route maintenance staff and intelligently dispatch them in emergencies. "Knowing where our people are is important to dispatch," said Greenspan. "When we respond quickly, our tenants are happy." If a tenant needs immediate assistance, dispatchers can quickly spot the location of every support staff and send whoever is closest to the property in need. Not only does this allow them to provide great service, but it also reduces fuel waste.

Finally, Westland Real Estate Group relies on TeleNav to help ensure employee accountability, an important task for any company that relies on a mobile workforce. "While employees are generally honest," said Greenspan, "occasionally verifying their hours makes smart business sense and has the potential to reduce payroll expenses."



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- Abe Greenspan  
Assistant IT Manager

### RESULTS

Greenspan is pleased with the level of sophistication they get at an affordable price from TeleNav Track LITE. "TeleNav Track LITE is cost-effective and provides the features we need," he said. "It has proven very helpful in improving customer service and work efficiency. It's better than we originally expected."

### SITUATION

Based in Long Beach, CA, Westland Real Estate Group has provided property management services for commercial and residential properties for 45 years. Managing properties throughout Southern California, New York and Texas, the company employs 35-40 plumbers, gardeners and others who travel from property to property to provide maintenance. With employees covering as many as 50-60 miles a day, the company looked to TeleNav to improve customer service and reduce costs over its previous solution.

### CHALLENGE

The effects of the real estate recession reach far and wide. While its competitors are luring tenants with gimmicks, Westland Real Estate Group provides excellent service and quality places to live and work. Key to this differentiation

### How can we help your business?

For a free consultation contact us  
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1.877.676.2679