

Professional Services

Security Products

Security products company increases dispatching efficiency across the state of Texas.

BENEFITS OF TELENAV

- Increased efficiency**
 The Security Center uses TeleNav Track to efficiently monitor and dispatch employees, important in the highly competitive and sometimes time-sensitive service industry.
- Improved employee morale**
 With immediate access to technician locations, dispatchers do their jobs easily and more efficiently.

SITUATION

A family company founded in 1963, The Security Center competes with companies like ADT, Brinks Security and Honeywell to provide security equipment and service for banks and credit unions throughout Texas. With technicians installing and servicing equipment such as alarm systems, camera systems, safes, vaults and bullet-resistant glass, the company needed a way to increase dispatching efficiency and monitor its employees to ensure their safety and accountability. TeleNav Track helps them achieve these goals as well as improve morale for dispatchers.

CHALLENGE

The Security Center faces three primary challenges. First, their technicians serve a wide geographic area. Dispatchers in Dallas must navigate and assign jobs to technicians throughout

the state, often in cities that are unfamiliar to dispatchers. Second, the company serves an industry that can be a target of crime, possibly putting employees at risk. Being able to quickly locate employees offers peace of mind. Finally, with a large mobile workforce, managing employee accountability is no small feat.

SOLUTION

After evaluating other solutions that proved to be too complex and several times the expense, The Security Center chose TeleNav Track as a dispatching and tracking tool. They can see where technicians are in every corner of the state. Dispatchers located in Dallas easily navigate and assign jobs to technicians located in Houston and other far-away cities. "This considerably cuts down on phone calls and helps them make quicker, better-informed dispatch decisions," said Gary Akey, Operations Director.

One usually reserved dispatcher in particular came up to Akey after they implemented TeleNav Track and said, "Wow, this is great." Akey said, "Our dispatchers were smiling ear-to-ear because they knew where every technician was."

And by monitoring all employees, including management and sales, TeleNav Track proves to be a valuable security and accountability tool. Knowing where employees are offers peace of mind, and reliable GPS data ensures employees are doing their jobs as expected. Management can run reports on the times and locations of employees when verifying time sheets and service tickets. "Thanks to TeleNav, we have no issues with accountability," said Akey.



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RESULTS

Having used TeleNav Track since 2007, The Security Center has found the system to be an integral part of their operations. Customers are satisfied with the faster service the company provides, and dispatchers couldn't be happier. The system gives the company exactly what they wanted at an affordable cost. "After seeing TeleNav Track, it took us just hours to decide to implement it," said Akey. "We were impressed then and remain impressed today! Furthermore, their support is tops, especially the local support in Dallas!"

How can we help your business?

enterprise.telenav.com

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