

"I've recommended Navman to many other glass companies because I believe this technology will improve the industry as a whole. And if this is the obvious progression, I'm glad we're with the best!"

Brendon Murphy, Managing Director, Atlas Glass



Atlas Glass Enjoys These Benefits with Navman:

- VISIBILITY AND CONTROL OF THE ENTIRE FLEET
- COST SAVINGS – PHONE BILL, WAGES, BILLING ERRORS AND NUMBER OF VEHICLES REQUIRED
- SCHEDULING AND DISPATCHING OF JOBS QUICKLY AND EASILY
- ACCURATELY PRICING ALL JOBS BASED ON FACTUAL DATA
- PROVIDING PROOF OF SERVICE TO CUSTOMERS WHEN REQUIRED



Company Background

Flat glass experts, specialising in both commercial and residential glazing, Atlas Glass have been using Navman for more than three years. They've got 15 vans with Navman Vehicle Tracking devices and Mobile Data Terminals installed. And five office computers run Navman OnlineAVL so anyone in the company can see where any vehicles are.

Before Navman, Atlas used unreliable radios to communicate, they contended with billing disputes from customers and they were losing money because of timesheet and pricing discrepancies. "Because our business is constantly active, with domestic, commercial and emergency glaziers on the road, **we needed a better system to dispatch jobs and know where our guys are quickly and easily. Navman helps us stay in contact and in control.**"

With Navman on board, Atlas reaps these benefits:

Time and Fuel Savings

Atlas' Commercial and Domestic Managers schedule and dispatch all jobs with Navman. "Because of Navman, the Domestic guys don't need to come in to base every morning. They get the next day's schedule the night before and go straight to their jobs – no wasted time or fuel," states Mr Murphy.

The Atlas team use Navman for dispatching information too. Mr Murphy explains, "It's invaluable. We give our guys all the details – for instance, whether a customer will be paying COD or by credit card. We even use the Nav for sending company-wide messages – like the time and date of the next staff meeting."

*Navman has become part of the language –
'I'll Nav it to you', 'It's on the Nav', 'Just Nav it to me'*

Improved Accuracy

Navman's reports help Atlas run more efficiently by ensuring accuracy throughout the business. "The guys rely on Navman for their timesheets and job logs. If they want to confirm where they were on Friday at 2pm, we pull the report and let them know in an instant," says Mr Murphy.

He continues, "Having access to historical data helps us correctly price and charge our jobs. **We save money since all our time is billed properly – there's no discounting or any cases of us absorbing the costs.** This type of cost saving has single-handedly paid for Navman."



"I don't know how anyone can manage a fleet without being able to see it. Navman takes all the guesswork away. We run our business by it."

Brendon Murphy, Managing Director

Atlas has seen a reduction in disputes as well. If a customer calls with any complaint about time spent at a job, Atlas' Office Manager pulls the Tracking report and emails it to the customer. "If the Nav says it, it's true – simple as that," states Mr Murphy.

Visibility and Control

Whenever Mr Murphy interviews someone for a job at Atlas, he tells them about Navman and demonstrates the complete visibility it offers. "Doing so lets them know we're an innovative company that only wants dedicated, trustworthy people joining our team," comments Mr Murphy.

This visibility also offers security – Mr Murphy always knows where the vans are. And he can count on Navman's reliability – unlike radios, Navman messages always get through.

The glaziers benefit as well. Steve Kemp, a glazier who's worked for Atlas Glass for 10 years, says, "Our dispatcher feeds out jobs as his discretion depending on where we are. And the Nav stores the messages for us so we don't have to worry about writing things down or getting interrupted. **We can plan our days better and save time.**"