



"What the Navman rep promised, and what the solution has delivered – it's the same. You've got to respect that."

Daniel Board, Managing Director, Action Plumbing, Gas & Drainage Services



### Action Plumbing Enjoys These Benefits with Navman:

- COST SAVINGS WITH DECREASED FUEL USAGE, PHONE BILLS AND BILLING ERRORS
- MORE JOBS COMPLETED PER DAY
- QUICKER RESPONSE TIME TO CUSTOMER SITES
- IMPROVED CUSTOMER SERVICE
- GREATER EFFICIENCY AND INCREASED ACCURACY THROUGHOUT THE BUSINESS FROM IN THE OFFICE AND ON THE ROAD

## Company Background

Action Plumbing, Gas & Drainage provide a 24-hour-a-day service for all plumbing, gas and drainage needs to homes and businesses. As a result of their quality work, Action has grown from one person to a thriving team of 17 in just 4 years. Eleven of the 16 vehicles in the fleet are fitted with Navman.

As they've grown, Managing Director, Daniel Board, realised they needed an easier way to communicate with their engineers. He says, "The old 2-way radios kept us from dispatching jobs and communicating efficiently." That's why he looked into a vehicle tracking and messaging system and ultimately chose Navman.

**"I wanted a system to transfer information to the guys quickly and easily. Navman's given us that ability, plus the bonus of navigation,"** says Mr Board.

It's been only three months since installation and Action already experiences these benefits:

## Quicker Response Times

Mr Board says, "Quicker response is what shines through for us. We've always prided ourselves on getting to the job fast and doing the work well. Navman has helped us improve our response times even further."

A call comes into the call centre and it's dispatched immediately to the engineer in his truck. He just presses a button to accept the job and then the M-Nav navigates him by the most direct route.

**"M-Nav has definitely improved routing. We all think we know the fastest routes but M-Nav has taught us new, better ways to reach jobs,"** states Mr Board. "The system has led to safer driving as well – the guys don't need to talk on their cell phones or look through map books anymore – Navman takes care of everything."

Best of all, the Action team completes more jobs in a day. A customer now rings Action and 20 minutes later they have a plumber at their door. "The improved speed and accuracy are definitely good for customer service and business overall," says Mr Board.

"As the company grows, we'll definitely install M-Nav in every service vehicle."

## Increased Accountability and Efficiency

Before installing Navman, Mr Board held a meeting with his team to tell them about the system. He says, "A few people said, 'Why – don't you trust us?' I told them that it's not about keeping an eye on staff, it's for the good of the company."

Today everyone's happy with Navman. According to Mr Board, "Even the older chaps who hadn't used this kind of technology before find Navman easy. **It's now part of the culture – we say 'Nav it over' all the time. It's great for our dispatcher as well – we're seeing a lot fewer mistakes and misunderstandings.**"



**"We're very happy with what Navman's doing for us."**

Daniel Board, Managing Director

**Each member of the Action team uses Navman so everyone's become more accountable:**

- Action engineers take their trucks home and they can use them for personal reasons – Mr Board just asks that they refill the petrol tanks. With Navman tracking installed, the engineers don't exploit this privilege and Mr Board can more accurately determine wear and tear.
- The engineers can verify their timesheets by checking their time against Navman's report.
- Navman reporting also ensures accurate billing. Mr Board explains, "A classic example – a client hired our excavator and said we were there for 8.5 hours. Our report said 13.5. Navman gives us the proof we need to eliminate disputes."
- There's a legislation benefit as well. By law, an employer needs to know where his staff is. OnlineAVL provides Mr Board with pinpoint accuracy 24 hours a day.

Mr Board is very happy with the service Navman provides. He says, "I'd say we only use 1/3 of Navman's capabilities at the moment. The initial training was great to give us the basics and now, whenever I call with a question, I get the answer I need and usually learn a new feature too."

He sums up, **"I'd definitely recommend Navman to other companies – but not plumbing businesses – I wouldn't want to lose the competitive edge that Navman offers!"**