



**Comet Tracker helped make us a better company and really improved our level of operational efficiency.**



**Theresa Sprickerhoff,  
Employee Relations Representative**

## Metro Fire Equipment

Single Source for Fire Protection and Prevention

### PROFILE

Metro Fire Equipment is a full-service fire protection company offering installation, service, tenant improvements and fire alarm system designs for the State of Arizona since 1972. As a family owned business, Metro Fire Equipment prides itself on customer service and quality work. When reliability matters, Metro Fire Equipment is there.

### CHALLENGES

Metro Fire had operational and personnel issues that were costing the company thousands of dollars per year. They had no visibility into their fleet, which they felt caused a lax attitude in the field. Employees were not keeping accurate hours and could not be held accountable for work, which affected customer satisfaction. Some key accounts required GPS tracking of their vendors, but Metro Fire did not have a business solution to support those requests. Metro Fire needed GPS tracking software, and also wanted time keeping capabilities that could integrate with QuickBooks™.

### SOLUTION

Actsoft was able to assist Metro Fire's business needs with Comet Tracker. By implementing Comet Tracker, Metro Fire streamlined their payroll process, improved employee accountability, and upgraded the time management of their field service technicians.

### BENEFITS

Metro Fire did not have a way to monitor their service technician's activities in the field, so they had to trust the employees to be at scheduled locations and to invoice accordingly. Comet Tracker provided visibility needed to increase visibility into the field. Metro Fire was able set up operational metrics based on Comet Tracker's travel history feature and view actual time spent at accounts, which improved service operations. In addition, the landmark feature allows management to view the amount of time service technicians spend at the office versus in the field.

Lack of accountability was causing a financial strain on Metro Fire. An employee activity log was submitted for services performed on an account, but a spot check on Comet Tracker showed the employee did not service the account documented. He was at different location. A separate incident occurred when an employee submitted per diem and expense reimbursement for multiple travel days. Comet Tracker showed the employee had traveled only one day. Previously, Metro Fire would have paid these expenses without question. Utilizing GPS tracking has saved money in fraudulent claims for Metro Fire.

Payroll was a difficult and costly process for Metro Fire. Service technicians would "guesstimate" hours worked, write it down, and submit to payroll for manual processing. Using wireless clock-in/out, technicians select one button to begin or end their workday. All time keeping data is sent wirelessly to the office for integration with QuickBooks - streamlining the payroll process. Metro Fire now pays their service technicians for actual hours versus a "guesstimate" of hours.