



Industry: Utilities

Multi-County Utility Service

Servicing multiple municipalities, this utility company provides electric, gas, water, and waste-water services for both residential and commercial customers.

CHALLENGES

With a workforce spread out across several towns and cities, this utility company needed a way to track its fleet of vehicles. Since each worker was responsible for handling different services throughout the day, it needed to maintain greater insight into its widespread workforce, ensure the safety of its drivers, and make better decisions when dispatching workers to new jobs.

SOLUTION

GPS Tracking and Job Dispatching with TeamWherx™ was exactly what the team needed to get consistent visibility into the daily activities of their team and to efficiently stay on top of new work order priorities.

BENEFITS

After implementing TeamWherx™, the company was able to reduce monthly expenses by \$1,000. By monitoring the whereabouts of its drivers and fleet vehicles, dispatchers can now make better decisions when assigning new jobs, allowing them to take on even more work in a given day. Additionally, safety concerns are lower than ever, since administrators can monitor driver behavior and stay on top of regularly vehicle maintenance needs.

An added side effect they weren't expecting? Now they can better solve any customer disputes, since the software provides tangible evidence of driver locations and services rendered. Conversely, in the event employees don't fulfill their responsibilities, management is better-equipped to address that.



GPS TRACKING

Better insight into employees' locations.



JOB DISPATCHING

More well-informed decision-making.



WIRELESS FORMS

Tangible evidence of services rendered.