

eBook

Solving Common Construction Problems

verizon
connect

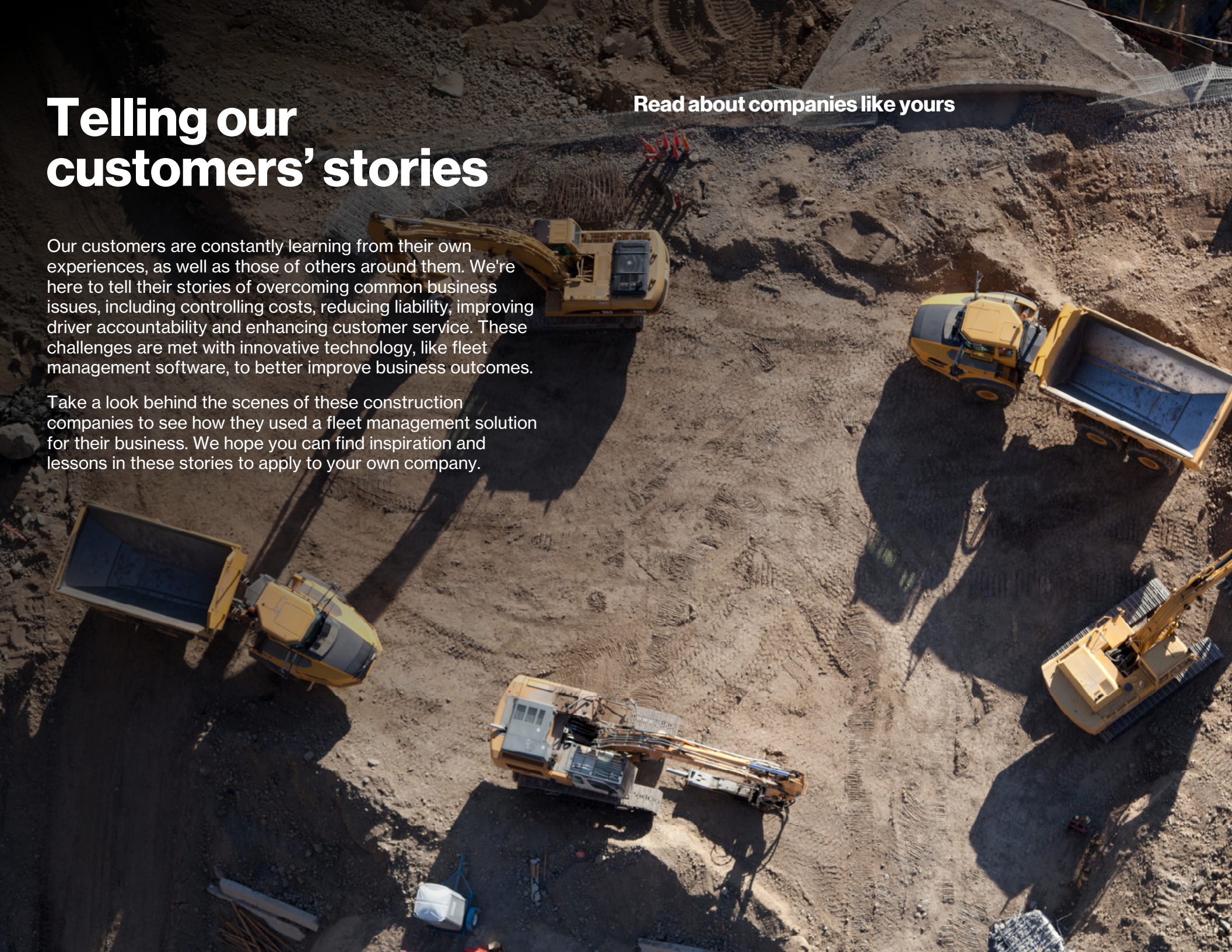


Telling our customers' stories

Read about companies like yours

Our customers are constantly learning from their own experiences, as well as those of others around them. We're here to tell their stories of overcoming common business issues, including controlling costs, reducing liability, improving driver accountability and enhancing customer service. These challenges are met with innovative technology, like fleet management software, to better improve business outcomes.

Take a look behind the scenes of these construction companies to see how they used a fleet management solution for their business. We hope you can find inspiration and lessons in these stories to apply to your own company.



Kimball Construction improves driver and vehicle visibility with Verizon Connect.

Kimball Construction needed a system to operate their business more efficiently and safely. Since installing Verizon Connect Reveal on its 18 vehicles, they have been able to run reporting on location and activity tracking 24/7, resulting in greater driver accountability with idle times, speed, mileage and hours worked. The Verizon Connect support team was vital to their success.

The challenge

A growing company, Kimball Construction provides services in the greater Baltimore, MD, area, along with Washington, D.C., and northern Virginia. With job superintendents going to an increasingly spread-out perimeter, company Vice President Steve Kimball needed a system to monitor the efficiency and the safety of his 18 vehicles.

“We wanted to track locations, but safety was important to us,” says Kimball. “The speed limits here are around 65, but there were instances where our trucks were going 80 miles per hour.”

The solution

For Kimball Construction, efficiency and safety were improved with historical reporting. Verizon Connect offers a variety of reports to help the user more accurately monitor work hours, engine idle times, speed and mileage. If a preset threshold is broken, the system can send an alert in real time or simply flag the behavior for later reporting.

“Our trainer helped us set up automated reporting for our system,” says Kimball. “We had a guy who was idling for a few hours and with the price of gas we just can’t have that happening. Our customer

“We have so many different types of customers, and our support rep really helped us make the system work for our situation to get the best level of detail that worked for us.”

Steve Kimball, Vice President

service rep was very helpful in crafting an idling report that was specific to our business. She set up a dashboard to create a quick view of the company’s idling activities and it’s really helped us cut back.”

The results

Since implementing the system, Kimball has found other perks provided by Verizon Connect to help his company stay efficient and competitive.

About Kimball Construction:

- Construction services
- 18 vehicles
- Serving Baltimore, MD, and Washington, D.C.



“We have had people tell us the driver was here, and the driver would have a different story. Now, we can debunk the story of things that people say our drivers are doing. We have already had a few instances since getting Verizon Connect that we were able to prove our drivers were right and in the correct place.”

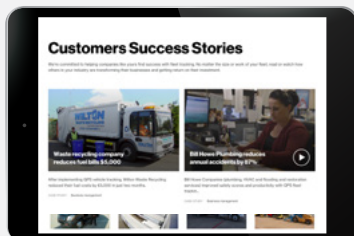
Keeping his own employees honest is important too, Kimball adds, and Verizon Connect makes that much easier. “We use it to monitor timing on jobs for verifications. So that’s saved us money, since we have cut back on unearned pay to the crew.”

Reports provide essential documentation, but for many, the dashboard is the feature Verizon Connect customers use most, as it provides near real-time data on every vehicle in a fleet, including location, activity and mileage. “We track overall miles per vehicle,” says Kimball. “When

we put a new truck in the fleet we get the initial mileage and track from there.”

Now that Verizon Connect has become part of his company’s regular routine, Kimball is able to appreciate the benefits it has provided. “Being able to track speeding wasn’t something that I thought would be that important but it’s been such a positive aspect of it. The trucks are a huge liability and anything we can do to control that in a fair way is helpful.” Also, he’s quick to add, “Our insurance company likes it.”

Kimball credits the communication between Verizon Connect and the people in his organization who use the system for its success. “The trainer was great about listening to our business and intuitively knowing what we can use the system for and the best ways it would be effective for us.”



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Deep South Equipment makes seamless switch to Verizon Connect Reveal.

Deep South Equipment provides top-quality industrial equipment to customers in the lumber, paper and warehousing markets. With more than 450 vehicles to track, Deep South Equipment required a robust GPS tracking and fleet management solution, excellent customer service, and support, all of which they found with Verizon Connect Reveal.

The challenge

Deep South Equipment sells, rents and repairs forklifts, provides parts, service and maintenance, and runs a forklift training program. And according to Deep South Equipment's Marketing Manager Laura Terry, the company's GPS tracking system provider was falling short. Terry said the provider

was ignoring their problems and failing to answer their questions about confusing contracts on individual vehicles.

"It had become a nightmare. Between being charged for equipment no longer in use and units not working, we were really over paying," Terry said.

Deep South Equipment needed a quality solution for tracking, dispatch and insurance purposes. Knowing the locations of their 450 vehicles, accurate time reporting and proper vehicle maintenance was essential to efficiently running their business.

The solution

Deep South Equipment met Verizon Connect and decided to pay a fee to get out of their old contract to make the switch. "When it

comes to GPS fleet tracking providers, pricing can be pretty comparative, though you get much more with Verizon Connect," says Terry.

Terry also found the transition from their old solution to Verizon Connect Reveal easy. "It's never fun to switch a provider, especially when you have 450 vehicles, but it was painless. The Verizon Connect support team was just fantastic and made the switch much easier than I ever imagined. I felt like I wasn't doing it by myself."

The results

As for their day-to-day use of the system, Terry explained, "We use Reveal as a dispatch tool, for fuel efficiency, driver safety and, of course, for insurance discounting purposes."



About Deep South Equipment:

- Industrial equipment sales and rentals
- 450 vehicles
- Shreveport, LA



The company has GPS fleet tracking installed on every company vehicle from service vans to haul trucks to sales vehicles. “We don’t check up on all our drivers, but we have looked at under-performing employees and actually caught a sales rep who said he was with a customer when we could clearly see he was on the golf course,” says Terry.

Deep South Equipment also added GPS fleet tracking to their forklift rental fleet. This has enabled the company to track hours of use, so customers are accurately billed and the forklifts are being serviced. “They are our assets. If our forklifts aren’t being properly maintained and they blow an engine, we have to pay for an engine job,” says Terry.

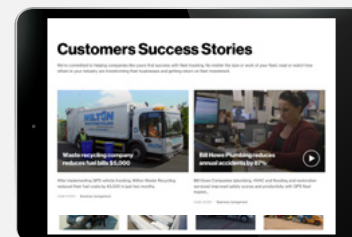
Verizon Connect also worked with Deep South Equipment to provide reporting capabilities

“We were really impressed with their customer service, reporting capabilities and training, none of which we had seen from anyone else.”

Laura Terry, Marketing Manager

unique to the company’s needs. “With our forklift rental fleet, they are billed by hours used, not mileage. A team at Verizon Connect created a custom report for our rental fleet assets. It’s pretty impressive that they will work with us for what we need to do,” adds Terry.

“Reveal is just an all-around tool for us,” says Terry. “I can’t put a dollar amount on it just yet, but we know it has definitely helped us.”



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Capital Crane gets support and savings from Verizon Connect Reveal.

Capital Crane Limited rents equipment for any large-scale construction site, with a fully winterized fleet ranging from all-terrain cranes to trailers to pickup trucks. Verizon Connect Reveal gives the company the robust fleet management solution and unrelenting support it needs to thrive in the harsh conditions of northeast Canada.

The challenge

Capital Crane needed a reliable technology solution to track its widespread fleet for more effective service and maintenance. Fleet Maintenance Coordinator John Thistle recalls, “Last year, we had to replace two engines due to customer misuse. Our engines cost \$85,000 each. Being able to monitor the engine for a small fee each month is a much better idea.”

Unfortunately, the first GPS fleet tracking solution Capital Crane tried wasn't up to the task. Thistle says, “Our old system was a mess – it never got hooked up right and didn't work right.”

In addition, the company needed ways to reduce driver speeding and resolve customer disputes.

The solution

Reveal has made it easier to maintain and service Capital Crane's fleet, revamping its maintenance process and saving the company on costly repairs and replacements.

Just as importantly, Reveal has offered unrelenting support for fleet-wide system installation during Newfoundland's harsh winters. Thistle found the support team very responsive, helping overcome unique

“Reveal is just a clean site, a great program. It goes above and beyond what you expect.”

John Thistle, Fleet Maintenance Coordinator, Capital Crane

installation challenges. “They just knew what to do,” he says.

The results

Thistle found that once he did a couple of rounds of training and played with the system, he was able to learn the program easily. “It's just a clean site, a great program. It goes above and beyond what you expect.”

Now he keeps Reveal running on six monitors in his office so he can see a map view of all three Capital

About Capital Crane:

- Construction specialists
- Fleet of almost 500 vehicles
- In business since 1982
- Serves Newfoundland and Labrador from Mount Pearl, Newfoundland

Crane locations and track where all the company's equipment is at once.

"It's a huge advantage being able to see where all our equipment is, and to know that people aren't misusing it."

He also enjoys that when he does get a call at home after hours, he can access the data on his iPad. "I can log in right now and check on a vehicle. That's an excellent feature," says Thistle.

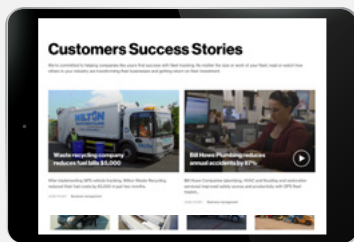
Capital Crane has found that Reveal gave them several other advantages:

Reduced speeding: When the company first installed Reveal, Thistle would get 200 emails a night notifying him of speeding incidents. Once the drivers figured out they were being monitored, that

number went down drastically. He now only gets 10 or 12 a night. He says, "Speeding isn't a problem anymore for most of our drivers, and I now know who the chronic offenders are."

Streamlined billing: In the past, clients would go over their contracted hours with equipment and would fight overtime charges. "They would want to see proof. Now we can prove it through Reveal. No more time wasted arguing or haggling over email," says Thistle.

Company compliance: At first, drivers were skeptical of being monitored, but once managers explained it cuts costs – which kept employees in their jobs – everyone was on board. Thistle says, "We haven't had a complaint in a month."



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USI seamlessly integrates Reveal for a more efficient fleet.

United Subcontractors, Inc. (USI) has built an alliance of building professionals 1,900 strong. USI serves construction industry clients in 16 states from its Minnesota headquarters and 46 additional locations. Needing a software solution to improve efficiency for its fleet of vans, pickup trucks, various class box trucks and trailers, USI turned to Verizon Connect Reveal.

The challenge

With nearly a thousand vehicles operating across 16 states, USI needed a software solution to optimize fuel consumption and serve customers more effectively. Jim Liverseed, Director of Facilities and Fleet Operations, says, “We needed vehicle locations, optimized routes and near real-time data to get our jobs out as quickly and efficiently as possible.”

The company was already using WEX fuel cards from a different provider, and it worked with ARI for fleet management. The solutions USI chose needed to integrate seamlessly with both.

The solution

USI was able to integrate Reveal software with both its WEX fuel card data and its fleet management provider, helping the company be more efficient with resources and improve operations.

“The Verizon Connect team was able to accommodate how we wanted the software to perform when competing providers weren’t able to. Reveal by far had the most capabilities and most flexibility,” says Liverseed. “Between the three being linked together, we’ve really been able to leverage all our information and data as best as possible.”

“It feels like we are smarter. We aren’t having last-minute emergencies nearly as often. We are able to anticipate potential issues before they happen.”

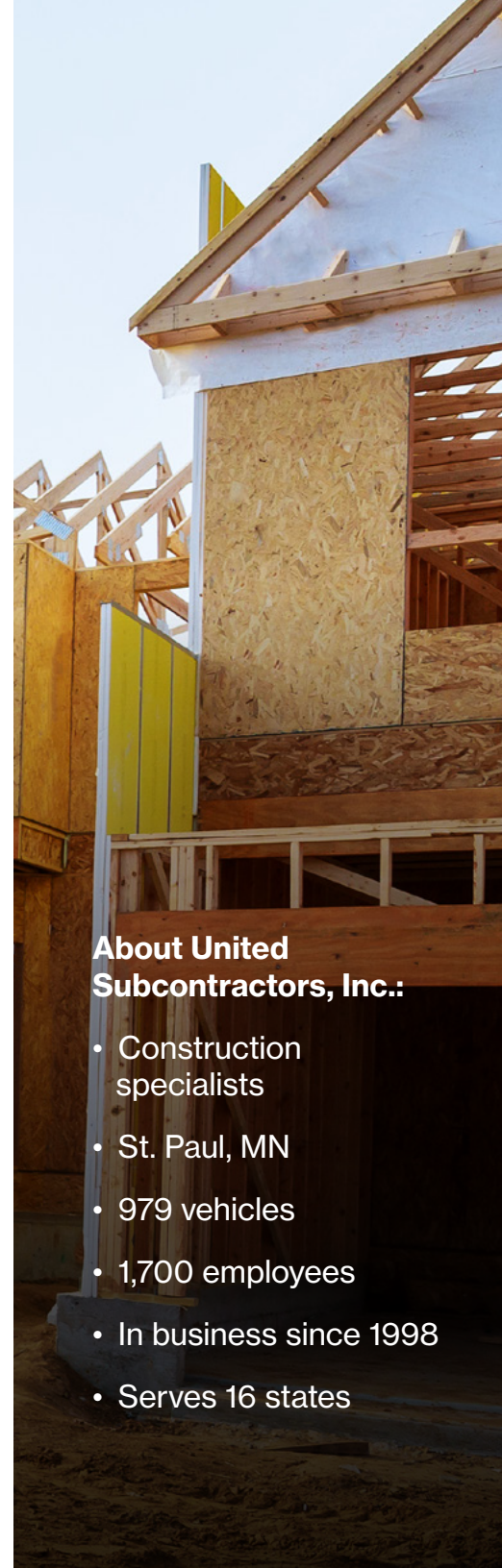
Jim Liverseed, Director of Facilities and Fleet Operations, United Subcontractors, Inc.

The results

Since installing Reveal, “We are better at scheduling our jobs and meeting customer demand,” says Liverseed. “We can predict when we will be somewhere based on what the hours are, where the jobs are and how long we will take to be there. It feels like we are smarter. We aren’t having last-minute emergencies nearly as often. We are

About United Subcontractors, Inc.:

- Construction specialists
- St. Paul, MN
- 979 vehicles
- 1,700 employees
- In business since 1998
- Serves 16 states





“Fewer vehicles sitting idle, fewer vehicles to maintain and less to insure. Costs go down.”

able to anticipate potential issues before they happen.”

USI has also been able to streamline its fleet size by allocating the right amount of trucks to each branch. “A local manager may request seven trucks for a job. With Reveal, you realize that the job and routing can be done more efficiently with only five trucks,” says Liverseed.

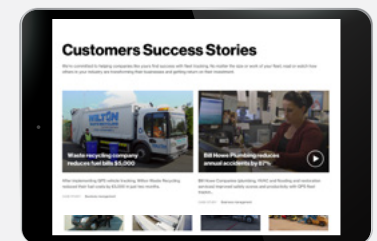
Before Reveal, the company relied on manual odometer readings, which were prone to human error. “I now know exactly how many miles each vehicle has on it. Accurate odometer readings every day on a fleet of nearly 1,000 vehicles saves a company like USI thousands of dollars,” says Liverseed.

Additional benefits include:

Fuel savings and maintenance: Due to more efficient routing, the company reduced its normalized fuel cost by 10% and maintenance costs by 10 – 15%.

Increased employee efficiency: “We put geofences around the fuel station every morning,” explains Liverseed. “In the first week, we had 10 alerts from the same crew spending over 25 minutes at the station every day. All we had to do is pull one guy aside and the next week, zero alerts. We’re getting more out of our guys.”

Data flexibility: Liverseed likes the ability to raise and lower thresholds on speed alerts. “I don’t need to know who’s going 2 mph over the speed limit, but if it’s over 15 and I know about it, I’m going to sit that guy down and have a talk.”



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Your fleet management success story

Our customers' journey to a better managed fleet started with a phone call. Talk to us about your business' challenges with keeping fuel costs down, using efficient routes, promoting a culture of driver safety or finding ways to be efficient.

Visit verizonconnect.com to learn more or give us a call at 866.844.2235 to schedule a free online demo of our fleet management software.



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