

How CBMI Put a Stop to Customer Disputes and Employee Suspicion

Company: Cal Building and Maintenance

Industry: Construction

Fleet Size: Small

Contact: Dan Zaharoni, CFO



Background: Cal Building and Maintenance (CBMI) is a full-service construction company with departments specializing in plumbing, electrical, HVAC, Restoration, 24/7 service and general construction.

Business Challenge: CBMI had frequent problems with customers disputing the number of hours that their service technicians spent on the job. They also had suspicions that their service technicians were inflating the hours worked on their field reports. They needed to find a way to alleviate the doubt the customers had and find out if they were paying their workers for more time than was actually worked.

***“GPS Insight
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minimum of 10%
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How it was solved: The first week after GPS Insight had been installed, CBMI caught three separate technicians inflating their field reports. “GPS Insight has saved us a minimum of 10% on our labor costs, since we believe we were losing up to 45 minutes per day per employee based on faulty timekeeping and outright misrepresentation on field reports. The average number of hours paid for each of our technicians decreased approximately 8% starting immediately after GPS Insight was installed”, says Dan Zaharoni. He added, “However, work performed by the same technicians actually increased since they were forced to be accountable for each minute of their day.”

This means there was less time spent driving around wasting time, doing personal errands, and more time working since management could now monitor their location throughout the day.

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Ray 3000G

| Driver | Landmark | Visit Date | First | Last | Duration |
|------------------|----------|--------------|--|--|----------|
| Kosick, Ray 7685 | CBMI HQ | Sep 17, 2012 | 5:53:59 AM  | 4:00:07 PM  | 10.1 hrs |
| | CBMI HQ | Sep 18, 2012 | 6:09:04 AM  | 3:54:06 PM  | 9.8 hrs |
| | CBMI HQ | Sep 19, 2012 | 6:56:48 AM  | 3:44:30 PM  | 8.8 hrs |
| | CBMI HQ | Sep 20, 2012 | 7:32:52 AM  | 5:38:43 PM  | 10.1 hrs |
| | CBMI HQ | Sep 21, 2012 | 8:39:10 AM  | 3:16:42 PM  | 6.6 hrs |

Example Landmark History Report shows when driver enters and exits a landmark (location) and how long the driver was stopped at the location

How CBMI believes **GPS Insight** can help other companies like yours:

- Service technicians will be held accountable for every minute and are unlikely to misrepresent hours worked when they know a tracking system is in place.
- Customers who dispute the number of hours spent at their job are provided with concrete evidence of time spent at the site, thereby eliminating any basis for complaints against the company.

Learn more about the benefits of GPS tracking,
schedule a free, live demo today.

**CLICK HERE FOR
FREE DEMO**

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