

Valet Waste Improves Fleet Operations with Advanced GPS Fleet Tracking

Company: Valet Waste

Industry: Multi-Family Housing Waste Management

Fleet Size: Mid

Contact: Nick Choma, Regional Manager for West Coast Florida



Background: Valet Waste is the premier national provider of doorstep trash and recycling collection in the multi-family industry.

Challenge: Valet Waste had used a fleet management system in the past, but it did not meet expectations. Valet Waste faced a few fleet challenges that they needed a more advanced GPS tracking system to solve. Nick Choma, Regional Manager for West Coast Florida, took on the project with the goal of finding a sole provider that could affordably solve these challenges. Valet Waste wanted to be sure to meet customer expectations, promote safety with a safe alternative to talking while driving, and validate 'how is my driving' calls. To do this, the company needed to increase efficiency and monitor driver behavior.

"We wanted to be able to identify the best driving habits and promote those habits throughout the organization"

Valet Waste needed a way to cut the amount of time employees spent logging tasks in the customer service database and increase productivity at each property. Their employees are required to enter each task they perform into the customer service database calendar, which is a very timely process navigating through each community page and entering in the information.

The company also wanted to keep drivers safe by monitoring driver behavior. "We wanted to be able to identify the best driving habits and promote those habits throughout the organization," according to Valet Waste.

Valet Waste also knew of the additional benefits that an advanced GPS tracking system could provide such as better fuel, time, safety, and maintenance management.

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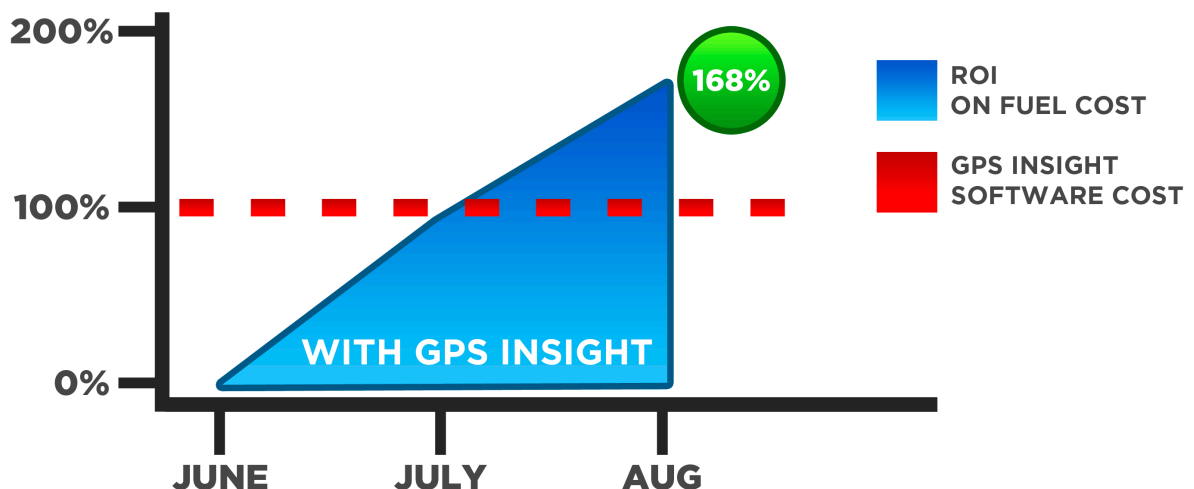


How it was solved: Valet Waste decided that the GPS Insight Fleet Tracking Solution was the perfect fit. The robust features and flexibility of the software was what finalized the company's decision. "GPS Insight allowed features and alerts to be automated and customized to fit our needs now, and the ability to easily change them if needed," said Nick Choma. Their previous fleet management program was limited on their capabilities and did not allow for features to be customized.

GPS Insight offers integration into other software programs used by customers. "We are currently in the process of integrating our customer service database with GPS Insight to minimize time spent on the computer by our employees. The integration will auto-populate the calendar by recognizing the assigned truck to the employee entering the landmarks, or what we call communities, that are entered each day. From the calendar page all tasks will be entered quickly, minimizing computer work and maximizing productive time spent on property," said Choma.

Valet Waste mentioned that the integration with Wright Express fuel cards was beneficial since they were already using the WEX program. GPS Insight provides WEX customers with fuel card reports on all fuel card transactions, and more importantly, flagged activity where a specified vehicle was not present for the associated purchase transaction or any non-fuel purchases. It turns out that Valet Waste employees were using the WEX fuel cards for non-fuel purchases or purchases of different grades of gasoline. The fuel card integration has also made Valet Waste more efficient. The company was able to eliminate daily driver's logs tracking miles and gas purchases; instead GPS Insight automatically emails the needed reports to their accounting department.

As a result of using the GPS Insight Fleet Tracking Solution, Valet Waste has seen a significant fuel savings. Their fuel card bill dropped 16% in the first two months. That is a 168% ROI from the GPS Insight software in fuel savings alone.



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GPS Insight reports on the amount of time spent inside and outside of landmarks, such as customer locations. Valet Waste reported, "We require our employees to visit our clients routinely and GPS Insight has been able to confirm those visits and track the frequency of those visits, to help ensure our promise of customer service was being upheld."

**168% ROI from the GPS
Insight software in fuel
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GPS Insight offered Garmin navigation units as the solution to talking while driving. This is the easiest and safest way to dispatch drivers with turn-by-turn audible and visual directions, view job status, and send and receive messages without violating talking/ texting while driving laws.

Now Valet Waste can investigate public complaints from the "How's my driving?" stickers on the back of their trucks. "Now we can validate 'how's my driving' complaints by pulling up Google Earth and focusing in on the time, day, and vehicle. It is difficult to exonerate or punish an employee based on hearsay and GPS Insight provides the proof," according to the Valet Waste management team.

"Education and information is key!" - Nick Choma

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

- GPS Insight will eliminate the tedious paperwork done on a daily/monthly/quarterly basis
- The technology will keep your drivers accountable
- GPS Insight has features that enhance fleet safety

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