

SUCCESS STORY

Pool Agency

Uses GPS Tracking to reduce costs and increase accountability

GPSINSIGHT





Company Profile



Company:

Pool Agency

Industry:

Pool Service

Location:

Phoenix, AZ

Website:

www.poolagency.com

Company

Pool Agency is a pool service and repair company located in Phoenix, AZ.

Challenge

Pool Agency started researching GPS tracking for insight into vehicle locations throughout the workday. Not having a way to verify if/when drivers were on the job site made it challenging to provide proof of job completion to customers. “In the pool industry, it is not always easy to prove you completed a service because you are dealing with a body of water that is open to the environment,” said Adam Beech, President of Pool Agency. “You can clean a pool spotless then a gust of wind will come and blow leaves into the pool, so the customer may think you were never there.”

Pool Agency was also looking to increase employee accountability and eliminate unauthorized usage of company vehicles. “I had a friend send me a picture of one of my trucks driving around on the weekend in an area that it shouldn’t be in,” said Beech. “We were spending much more than necessary on fuel because vehicles were being used outside of work hours, but had no way to prove it.” Unauthorized usage of company vehicles will increase unnecessary fuel expenses, increase wear and tear, and is a liability for pool service fleets, so it should be prevented when possible.

Monitoring maintenance can be a labor-intensive, yet necessary, part of fleet management. When maintenance is not managed in the most efficient way possible, it can cause important services to be missed and create unexpected expenses for pool service

fleets. Pool Agency needed a GPS tracking solution that could automate maintenance to ensure all services were completed when they needed to be. “We had one of our managers trying to keep track of routine services and odometer readings manually, which lead to important maintenance being overlooked and expensive repairs,” said Beech. “We had to completely rebuild the engine on two trucks because they fell through the cracks, it ended up costing us \$4,000 a piece to fix.”

Solution

Since implementing the GPS tracking and fleet management solution from GPS Insight, Pool Agency has gained the ability to provide proof of job completion to customers. By accessing historical fleet data, they have been able to eliminate customer disputes by verifying or disputing claims with tangible evidence. With the stop notes report, Pool Agency can provide photographic evidence of job completion that includes a time stamp, GPS location, and detailed notes of what happened on the jobsite.

Having access to their vehicles’ real-time locations has helped Pool Agency increase employee accountability and put a stop to unauthorized usage of company vehicles. By enabling odd hours alerts, Pool Agency’s managers are notified when trucks are moving when or where they shouldn’t be. “With GPS Insight, I was able to setup alerts that come straight to my cell phone the second a truck is moving after hours or outside of a certain area,” said Beech.

GPS Insight has a great product and great support staff. I have never had a problem getting ahold of support and they have always been friendly and willing to help, even with more obscure requests for reports.

—Adam Beech
President
Pool Agency



Highlights

- Thousands of dollars saved per month just by limiting vehicle idling
- GPS tracking put a stop to unauthorized side jobs and unnecessary fuel use
- Improved employee accountability

Implementing GPS Insight has helped Pool Agency streamline maintenance management by ensuring all services are completed when they are due. Using GPS tracking allows Pool Agency to monitor maintenance automatically and keep track of mileage for every vehicle in the fleet. "We no longer need to rely on drivers to tell us their miles driven or have managers manually tracking odometer readings, the software keeps track of that for us," said Beech. Pool agency also utilizes maintenance reminders to ensure vehicles receive preventative maintenance to avoid expensive repairs after the fact.



Services are now constantly tracked, the solution will tell us when an oil change is due instead of us just trying to remember.

—Adam Beech
President
Pool Agency

Product Links

- [GPS Tracking](#)

Along with the original business challenges Pool Agency was able to solve with GPS Insight, they have received many other benefits by having the solution in place. Pool Agency was able to identify excessive idling that was drastically increasing fuel costs for the fleet. "We had a guy who wasn't shutting off his truck from the time he left his house until the time he got back at the end of the day," said Beech. "For nine to ten hours a day, his truck was constantly running and left idling out in the driveway during jobs." To eliminate their challenge with excessive idling, Pool Agency was able to setup idle alerts to notify drivers to turn off their engines once their vehicle surpassed an acceptable threshold of idle time. By using GPS Insight to limit excessive idling, Pool Agency has been able to save thousands of dollars per month just from this metric alone.

When asked why he thought GPS tracking is worth the investment, Beech stated "Along with tangible dollar savings, using this software helps us save money in places that can't be tracked like customer satisfaction and being able to easily manage employees and hold them accountable. It helps us provide a much better customer experience in the end, which makes it an incredibly valuable tool for us."

About GPS Insight

GPS Insight helps fleet and field service businesses by delivering innovative solutions and actionable insights. Organizations across the globe turn to GPS Insight when they have high operating costs, are worried about safety on the roads, and struggle with fleet and field inefficiencies that waste valuable time and money. GPS Insight offers best-of-breed technology for organizations with drivers and technicians in the field, fleets of vehicles, trailers, and other mobile assets. GPS Insight provides many solutions that include vehicle and asset tracking, fleet management, AI-enabled smart cameras, field service management, and regulatory compliance solutions.

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