



## AZUGA FLEET CUSTOMER SUCCESS STORY

### HomeWorks Plumbing, Heating & Air

HomeWorks Plumbing, Heating and Air is a team of home service experts who go the extra mile to ensure peak performance for homes' plumbing, heating, and air conditioning. HomeWorks takes pride in giving customers, their team, and the community "The Works" – this means, doing more, training more, and delivering more than any other home service company in St. Paul, MN.

*"Azuga's reminders have been a game changer. We are now much more proactive than reactive when it comes to our vehicle performance, such as oil changes and battery deterioration"*

Megan Kroll, Fleet Manager

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## Case Study

Megan Kroll, the fleet manager at HomeWorks Plumbing, Heating and Air is no stranger to GPS systems. Before taking her current position, she worked with another solution that was difficult to use, inaccurate, and cumbersome to roll out to the technicians. Finding a solution that was easy to install since the trucks are on the road 90% of the time was very important. There's no time to take vehicles off the road to install GPS units. Additional integrations with other service providers, such as ServiceTitan, made choosing Azuga easy for the president of the company, Andy Ryan.

HomeWorks operates three divisions of the company. The installation team, plumbers, and HVAC technicians are responsible for bringing quality service to their customers. Getting to the job site on time and safely is very important

to HomeWork's bottom line. One of the biggest improvements was being able to tell customers exactly when the technician scheduled was going to arrive. The idea of being proactive doesn't need to be a dream. Megan was able to set notifications for various routine tasks associated with her fleet. With an estimated **80% reduction of wear and tear** by using Azuga, HomeWorks has been able to optimize its fleet. From oil changes to battery replacements, and filter and wiper exchanges, she now has an easy way to capture costs, timing, and set a schedule when it is most convenient for the fleet and business. According to Azuga's Data Science, an average of 5.36% of HomeWorks' fleet have recorded DTC (Diagnostic Trouble Code) events compared to 22.7% vehicles in the same industry, suggesting superior vehicle maintenance. Maintenance is just one area Megan plans to utilize Azuga to take the fleet to the next level. Another integration with Wex fuel cards makes managing fuel costs and creating efficiencies much easier with one platform. The maintenance alerts help keep her fleet in working condition and the technicians on the road to the customer.

Overall Megan is working towards changing driver behaviors, although her team is relatively safe, with scores above 90. When the fleet is safe on the road, they are supporting the community they live in. Less accidents reduces expenses for HomeWorks and increases the safety of those around them.

