



AZUGA FLEET CUSTOMER SUCCESS STORY

Connors Plumbing & Heating

Connors Plumbing & Heating is a team of licensed plumbers and heating and air conditioning experts that have serviced South Central Minnesota for the last 70 years. The area has 16 towns in total, making it a vast serviceable area for Connors' 15-plus technicians in the field.

Needing to be "ready in a pinch," the Connors' team opted for Azuga's fleet tracking system to get the whole picture on their technicians, vehicles, and customer sites.

In this success story, we'll show you how the team incorporated Azuga's GPS tracking solution to improve visibility and ultimately dispatching and operating efficiency.



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We service a large area with many technicians & vehicles. Finding the closest employee to a customer in a pinch has always been difficult, and maintaining up-to-date vehicle information has not been possible in the past. Azuga allows me to organize my technicians, vehicles and jobs much faster than ever before and gives peace of mind its going smooth.

Jessica Corchran

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CHALLENGES

- Identifying the best technician to send to a job based on the location of the technician, vehicle, and customer.
- Keeping a log of vehicle inspections, maintenance, etc.
- Knowing where everyone is at any time given the large service area and number of technicians out in the field

SOLUTIONS

- **Real-time GPS location** allows the dispatching team to pinpoint technicians and vehicles in relationship to the job site quickly.
- **Geo-fencing** capabilities offer critical alerts when a vehicle enters, leaves, or stays within a certain area.
- **Engine diagnostics** and fault-code alerts offer a digital record of maintenance and inspection information that doesn't have to be updated manually.

RESULTS

- **Faster Response Time**
Fleet managers can now find the closest technician in the field to a customer in seconds. Easily identifying the right tech for the job and efficiently dispatching both increases efficiency and customer satisfaction.
- **Improved Visibility & Control**
Fleet managers can now use geofencing to create custom alerts based on their most priority areas - such as around the office, near a customer, or otherwise.
- **Reduction of Tedious Tasks**
Automatically collected maintenance data from the vehicles' engines allows for streamlined reporting and record-keeping.

