



Customer Story Pack



Teletrac tracks over 22,000 customers and 500,000 vehicles
Including many of the most successfully run fleets globally.

West Point Utility



"We save enough miles each month to pay for Teletrac and don't have the wear and tear on our vehicles."

— Dwight Prisock,
Utility Superintendent,
West Point, Mississippi.

How West Point Utility Increases Driver Safety with GPS Tracking

For businesses that are unable to keep track of their fleet vehicles, it can be a nightmare seeing expense reports from drivers who have hundreds of unaccounted for miles. Along with some growing safety concerns, this was the major problem for the local utility company in West Point, Mississippi. Faced with finding a solution that would cut down on fuel costs and make drivers accountable for the miles they drive, Dwight Prisock, the utility company's water and electric superintendent reached out to Teletrac. The results were even better than anticipated. Not only was the company able to reduce mileage, but because of Teletrac's GPS fleet tracking software, they were also able to extend the life of their vehicles as well.

"We had issues with a lot of miles driven not for business," Prisock said. "But now we save enough miles each month to pay for Teletrac and don't have the wear and tear on our vehicles."

Beyond the necessity of eliminating fuel theft from within the company, the West Point utility company also wanted to create a safer environment for their fleet drivers.

"Safety is a large part of our daily tasks being an electric, water and sewer utility. The tracking allows us to monitor people being at their assigned locations and they maintain safe speeds including emergency response," Prisock said.

This put Prisock and the rest of the West Point utility staff at more of an ease because of the late-night tasks they are required to do.

"With servicing electric and water sewer customers 24/7, we can monitor the safety and welfare of our employees. Our service technician that collects money at night has contact with law enforcement and we know if he gets off route without advising he will do so," Prisock said.

A.N. Webber Inc.



"We use messaging for all driver communication."
 – Rob Koch, Vice President
 Operations, A.N. Webber



How A.N. Webber Uses Two-Way Messaging To Improve Workflow And Increase Deliveries

Installing a comprehensive GPS system has essentially become a requirement to ensure a fleet is able to fire on all cylinders.

For Illinois-based A.N. Webber, a transportation, logistics and warehousing firm, the decision to invest in a GPS tracking solution was intuitive.

Since implementing Teletrac's Fleet Director platform, there has been "better communication" within the fleet and "better tracking and planning by knowing driver location and available hours," said Rob Koch, VP of Operations at A.N. Webber.

The partnership began three years ago, and since then, Koch has found the service provided by Teletrac to go above and beyond what the company was accustomed to with a GPS tracking service. Two-Way Messaging has been a particularly useful tool for the company.

"We use messaging for all driver communication, such as load information, directions and next load dispatch," Koch said. A.N. Webber's drivers utilize the feature to update their load status and communicate all questions or issues, such as weather, road conditions and company memos.

"Teletrac has improved communications within the company significantly. [The service is] convenient, useful and fast," Koch said.

Beyond its home base in Illinois, A.N. Webber has offices in Tennessee, Texas, and South Carolina. All together, the company offers its services in 48 states along with Canada and Mexico.

Through using Teletrac, the combination of company equipment – including dry vans, drop frame vans, containers, flatbeds, and tankers – and the services of warehousing and brokerage, A.N. Webber has the capability to provide total logistics services to its vast customer base.

"We track our loads quite a bit. We even have several customers that require us to track our vehicles every two hours and provide them with updates," Koch said. "Teletrac makes sure that these 'hot and sensitive' deliveries are on route and on time."

By using the Teletrac GPS tracking software, A.N. Webber's fleet managers now have the ability to see the last location of any vehicle, available hours as well as find its current location. Dispatchers also are able to locate the vehicle closest to a specific location and display the route history of a single truck or the entire fleet. Teletrac even provides automated alerts which are sent any time a vehicle enters or exits a terminal area to further keep fleet managers informed.

To learn more about GPS fleet management,
 call 1.800.TELETRAC, or visit www.teletrac.com/demo.

Manhattan Fruit Exchange



"(The software) allows us to keep accurate track of not only where the trucks go but how long they take to make their stops..."

– Louis Latilla, Owner
Manhattan Fruit Exchange

GPS Tracking Allows Manhattan Fruit Exchange to Optimize Routing

Managing a large company is a feat within itself. Include mobile assets and managers and you have a new set of challenges. Now add one of the busiest and most congested cities in the world. These are the conditions Louis Latilla, owner of The Manhattan Fruit Exchange, is constantly facing.

The Manhattan Fruit Exchange (MFE) is the largest wholesale provider and retail seller of fruits and vegetables in New York City. The company prides itself on supplying only the finest and freshest products that are delivered to over 500 restaurants, hotels, hospitals and other institutions throughout Manhattan as well as Brooklyn and New Jersey.

With a majority of their clientele located throughout busy Manhattan, Latilla was faced with continued complaints from customers about late delivery, which resulted in losing clients.

With clients like esteemed restaurant, La Grenouille, and the inability to track his trucks and enforce driver accountability, Latilla was frustrated and determined to find a solution.

Having considered a few GPS tracking systems before partnering with Teletrac, Latilla searched for a system that would help him efficiently manage his fleet of 15-20 trucks and was happy to find all he desired with Teletrac.

"Before Teletrac, drivers were making up their own routes and there was no way of knowing other than having them followed. I now have complete oversight of my fleet of trucks," Latilla said.

He added that Teletrac's GPS tracking system allowed him to see a tremendous amount of information with regard to the company's trucks.

"It allows us to keep accurate track of not only where the trucks go but how long they take to make their stops," Latilla explained. "Our company rules dictate that drivers follow a specific route. When a driver deviates from his assigned route, he is given a copy of the printout and a warning. Needless to say, we now have less problems with our drivers."

Implementing GPS tracking in each of Manhattan Fruit Exchange's trucks has encouraged drivers to stick with their specific routes which have resulted in on-time deliveries and the added benefit of more efficient routes and more deliveries a day.

Now that drivers know their routes are being recorded and reviewed by a supervisor it has led to the vast improvement in the fleet's performance.

The results? Happier clients and a much happier Louis.

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Noble Casing



"Having E-Logs saved the company on an audit recently."
"Taking away the paper has saved us considerable time."

– Tom Childers, Fleet Manager
Noble Casing



How An Oil & Mining Company Uses GPS Software To Improve Safety While Operating In Weather Colder Than Alaska

The global economy functions on a never-ending thirst for energy. As the need for oil, gas and mining increases, companies that operate in these areas continue to face challenging obstacles while trying to stay safe.

The company currently operates across three states with some of the coldest temperatures in the United States: Colorado, Wyoming and North Dakota. Tom Childers, the company's lead fleet managers notes, "It's cold with rough roads and dirt. Our guys deal in the coldest temperatures possible. I had guys from Alaska say they're going back to Alaska because it's so cold. It can get 50 below zero with 70-80 percent humidity. You can't feel your hands let alone drive at a job without challenges."

These challenges are high: protecting employees while simultaneously lowering operational risks and labor costs. The main issue, however, has always been safety: safety of the company's business and of its drivers.

When deciding how to lower risk on the road, the company looked to a range of GPS tracking companies that could help track their drivers. "There were companies that did not meet all of our needs. When we demoed with Teletrac we saw the features catered to the needs of our business more." A large part of the company's solution that appealed to Noble Casing was Teletrac's Safety Analytics, which monitors unsafe driving behavior and ranks the best and worst drivers in a fleet. Noble Casing was in need of reliable technology to reduce accidents in addition to lowering fuel costs and streamlining their operations in the field.

"When employees go out the door we make sure they're trained and prepared for different situations." These situations include a few routine accidents on the road. "We've had guys sliding off the road, swerving...we had a guy drive into a ditch because he didn't know how to put the vehicle in four-wheel drive. Safety Analytics can help us reduce incidents like that."

In fact, a portion of the company's mission statement reads: Safety is our culture. Safety is not given a backseat to production, customer service or profit margins. We place safety at the forefront of all decisions we make. "Safety is everything to the company," Childers affirms.

Two big features the company has recently implemented in addition to Safety Analytics: electronic driver vehicle inspection reports (DVIR) and electronic logbooks (E-Logs): "Taking away the paper has saved us considerable time." Considerable time, including a knock from the Department of Transportation. Childers notes, "Having E-Logs saved the company on an audit recently. Not bad." Not bad, for one of the most successful oil and mining companies in the U.S. And now one of the safest.

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Louis Smith Construction



Louis Smith Construction relies on GPS tracking to support efficient routing and improve communication between dispatcher and driver.

“We really like (Teletrac’s) daily reports. They’re quick and easy and right at our fingertips...”

– Louis Smith Construction

Why Does This Construction Company Rely On Fleet Tracking Reports?

Louis Smith Construction is a full-service commercial concrete contractor based out of Richmond, Virginia. The company is a true family business and is now in its second generation, under the leadership of the son of the late founder, Louis Smith.

Since 1973, the company has worked to provide quality service for its customers and clients. It does everything from curb and gutter creation and sidewalks to colored concrete, to exposed aggregate and sand filter boxes. It is a certified installer for Grasscrete, a pervious concrete product. Pervious in this case means that water can move right through it and soak into the ground beneath—an important tool in reducing storm runoff, which in turn reduces flooding downstream. The company even does concrete demolition.

And, like any contractor, the company has vehicles in need of tracking. Not only does GPS fleet management software help with security, fuel economy, and safety, but it also helps support more efficient routing and better communication between dispatcher and driver. Quick and efficient travel is especially important with concrete, which must generally be placed within an hour and a half of being mixed or the material could become too dry to use. A cement truck driver does not have time to get lost or to get stuck in traffic on the way to a job site.

Fortunately, Louis Smith Construction called Teletrac for the help it needed.

Teletrac’s telematics service made it simpler and easier for the contractor to keep track of its vehicles, in the process saving time, effort, and money. Louis Smith Construction also raves about the user-friendly way the Teletrac service delivers information, commenting that “we really like the daily reports, quick and easy and right at our fingertips first thing in the morning.” The human part of the equation earns equally rave reviews—any issues that come up are dealt with quickly and in a professional manner and Teletrac personnel show a genuine interest in making their clients happy.

A contractor that can keep track of its own equipment can do a better job of making sure their own customers stay happy. Louis Smith prides itself on its own excellent service and low prices, so it should be in a position to notice and value the virtue of excellent customer service in others.

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Desert Limo Services



When choosing a fleet management software, the company's founder said, "It was a choice between Teletrac and Fleetmatics...I wanted a company I could rely on."

– Kevin Blain, CEO
Desert Limo Services

How a Southern California Limousine Company Quickly Recovered a Stolen Vehicle Using GPS Tracking.

Desert Limo Services, a company providing black car services to Coachella Valley, California, and surrounding vicinities, was recently faced with a stolen vehicle case. Founder and CEO of the company, Kevin Blain, helped to quickly catch the culprits and recover the company's stolen car by using GPS tracking.

As Kevin Blain walked into his office one morning, he noticed one of his vehicles was missing. After calling his entire team of drivers and security, no one was able to provide him with the vehicle's whereabouts. He realized he was facing a stolen vehicle case and immediately reached out to police. Blain mentioned to the officers that his company used GPS fleet management software.

From there, the software's live interactive map view was used to follow the stolen vehicle which was tracking across the Greater Palm Springs area. Blain and the police team were able to utilize real-time GPS tracking and locate the stolen vehicle minute-by-minute through the software's dashboard. Three different police departments joined forces with Blain in monitoring the status of Desert Limo's stolen car as it passed through their zones. Relying on live interactive mapping, Blain easily kept in close communication with each police department to guide them during the event.

Kevin Blain explains, "We ended up doing a 'live zone relay' with 3 different police jurisdictions. We kept the cops on the phone and we talked back and forth. What was fascinating to me was watching the car moving all over the screen."

Through the use of a stolen vehicle tracking system, the company was able to retrieve their Lincoln Town car within a short span of time. The fleet management system provided detailed information about the stolen vehicle's real-time location without the carjackers ever knowing there had been a tracking unit installed within the vehicle.

Blain adds, "These guys did a great job hiding the device– I actually don't know where they put them. It used to be that people would have a simple alarm on their cars and it was connected to somewhere in the motor and once the thieves found it they could just disconnect it and you'd never see your car again."

Because Desert Limo's biggest investment is in their vehicles, they needed a fleet tracking system that was trustworthy and reliable. After seeking advice from many business professionals, Blain chose Teletrac Fleet Director as the best fit for his company's needs.

"At the time it was a choice between Teletrac and Fleetmatics. After speaking with a lot of professional business people that I know... I wanted a company I could rely on."

"I find the system's tracking and analytics to be the most beneficial, and knowing the speed and location of my drivers. There's much more to it than I know. I can only imagine for someone who has a huge fleet; the benefits must be tremendous."

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Ranscapes Inc.



"We've been able to cut back on fuel expenses as well as unauthorized stops"

– Daniel Martin, Safety Manager
Ranscapes Inc.

How An Eco-Friendly Landscaping Company Lowered Fuel Costs with One Big Investment

For businesses with vehicles providing service to a variety of terrains, keeping track of exact costs, insight on driver behavior and mileage per vehicle can be difficult.

Ranscapes Inc., an environmentally friendly landscaping company in Irvine, California, operates a fleet of 40 vehicles traveling to destinations across Los Angeles, Orange, Riverside, San Bernardino and Ventura Counties.

Their vehicles endure an eclectic array of turf including sports fields, hardscape construction sites, and street sweeping destinations. To keep their drivers safe and monitor each vehicle at their location, Ranscapes turned to GPS fleet tracking for a solution, and eventually chose Teletrac. "There were other tracking services we considered. Yet Teletrac's excellent customer service and prompt response time led us to choose them," said Daniel Martin, Ranscapes' Safety Manager.

One feature that motivated the company was Teletrac's Safety Analytics Feature in Fleet Director. Martin and his team are able to track their driver's speeding, harsh braking, acceleration, and even stop sign violations, which help them monitor risky driver behavior. The software's cluster feature also allows Ranscapes to view the proximity of their vehicles to each other, preventing accidents and improving safe driving practices among their operators.

Ranscapes also relies on an idle time report which helps cut back on the period of time their vehicles' engines are running without moving to a final destination, thus consuming an unnecessary amount of fuel.

In only a four month time period, "we've been able to cut back on fuel expenses, as well as unauthorized stops," said Martin.

Additionally, Martin and his team have been able to monitor each fuel purchase and accurately pinpoint the location and time of each transaction with Teletrac's Fleet Card Mastercard. The Fleet Card Reporting feature provides insight into how to regulate their fleet's fuel consumption, and even eliminate unauthorized card use.

Keeping so many different vehicles moving safely and cost-effectively in various destinations does not need to be a difficult endeavor. Martin emphasizes, "If you want to know when and where someone is, choose Teletrac. We've been more than satisfied with its ease of use and functionality. They have excellent service without all the unnecessary bells and whistles."

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About Teletrac

Teletrac Inc. has been in the GPS fleet tracking and telematics industry since 1988. For the last 27 years, our company's focus has been to provide a comprehensive SaaS pricing model with a focus on data integrity for fleets of all sizes. As a market-leading GPS tracking and fleet management provider, we currently help track more than 22,000 fleets—including more than 500,000 vehicles in 87 countries—across all industries.

With more than 500 global employees, we equip businesses with advanced tracking tools and services for real-time location detection, engine diagnostics, fuel efficiency, safety, compliance and business intelligence for optimal fleet management—all via a powerful, user-friendly interface. In addition, our cloud-based solution works beyond track and trace, empowering business to drill down into inefficiencies, improve their bottom line and stay competitive. Our technology saves customers up to 30% in fuel waste, an average of 15% of driver overtime, increases productivity by 12% and drastically lessens unauthorized vehicle usage. We service fleets of all sizes, across all industries with customizable products to meet each fleet manager's needs. As a leading GPS-based fleet optimization software provider, our customers reap many benefits both on the road and in the office.

To read more customer experiences with Teletrac software, visit www.teletrac.com