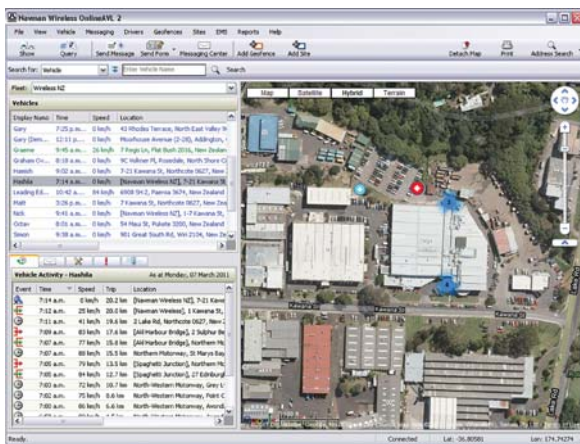




"When we get a query from a customer I send them the Navman Wireless report and all my customer service problems go away. As a business owner, this means I'm able to back my employees with accurate information."

Mike Barr, Director RichmondBarr Electrical Ltd



RichmondBarr Electrical Enjoys These Benefits with Navman Wireless:

- More accurate billing
- Reduction in personal use of vehicles
- Time saved
- Improved productivity
- Increased security

Hamilton-based RichmondBarr Electrical has been servicing customers in the greater Waikato region since 1998. The company provides full turnkey electrical solutions specialising in electrical, automation and audio visual solutions.

Mike Barr, RichmondBarr director, initially installed Navman Wireless vehicle tracking in a single vehicle because he thought it could help give him answers to some discrepancies in an employee's timesheets. That particular employee left the company soon after by which time Mr Barr had already identified a range of business benefits that he could get using the Navman Wireless solution. RichmondBarr Electrical then installed Navman Wireless vehicle tracking devices in the company's eight vans providing employees with more accurate information and reducing their paper work.

Mr Barr has always positioned Navman Wireless as a tool that would help his employees do their jobs better. Once his team saw everything they could use OnlineAVL2 for to help them in their work, their resistance disappeared and they've embraced the technology.

Technology enables good business

RichmondBarr Electrical has always given its electricians access to technology to help them do their jobs better. All the vans already had laptops in them when Mr Barr installed Navman Wireless, so it made sense to install OnlineAVL2 on all those laptops so everyone could view their vehicle activity history and complete their paperwork accurately. Now the team is moving to iPads with the OnlineAVL2 app installed.

RichmondBarr Electrical's service co-ordinator uses OnlineAVL2 to help schedule jobs, sending the closest available person. She can see when an electrician has finished on site and then calls them to allocate the next job. This means she's not interrupting them whilst they are working at a customer site.

Occupational health and safety

Because RichmondBarr Electrical services a wide area and the electricians can drive up to 200km to a job, they don't always head back to the office at the end of the day. Mr Barr checks OnlineAVL2 each evening between 6 and 7pm to check that everyone has made it home safely after the day's work.

"I don't always see the guys back at base, but with Navman Wireless I can see if the vehicles are at home or if they're still on site. It's a great health and safety tool," says Mr Barr.

Customer service

Mr Barr describes RichmondBarr Electrical's core business as service, and says Navman Wireless has helped resolve customer queries and issues. "Customer queries about time on site have disappeared since we got Navman Wireless," he says. "I trust my employees which is why it is great to be able to print a report from Navman Wireless and send it to a customer to confirm our time on site."



"The biggest benefit is accountability. We need to be accountable to clients, particularly in the current economic climate. Navman Wireless gives us hard facts. It's virtually eliminated customer queries around time on site and travel time."

Mike Barr, Director RichmondBarr Electrical Ltd

"We used to get one or two queries a month and I'd always just credit the customer. But we don't get them anymore. There are no disagreements with clients and the queries have disappeared because our customers know that we're only charging them for the time we were working on their job."

Navman Wireless also helps with business efficiency, helping to find the nearest vehicle to a job and where the closest person is if an urgent request comes in and someone needs to be pulled off their existing job.

Increased security

One unexpected benefit of tracking the fleet with Navman Wireless was being able to recover one of their vans within six hours of it being stolen.

Neighbours noticed the fence at the workshop had been cut around 3am one night and alerted Mr Barr. Using OnlineAVL2 they were able to track the vehicle as it was moved 3-4 km away and all the tools and stock were offloaded. The van was then moved to another site a further kilometre away and the engine was turned off. At this point Mr Barr was able to alert police and tell them exactly where the vehicle was and it was soon recovered, leading the police to bust a sophisticated chop shop.