



“

If we need to get in contact with one of our drivers, yet we can see their nearby, it saves us constantly trying to contact them.

”

Jon Johnson
Director
National Maintenance Ltd

Telephone

03333 230 233

Email

info@ramtracking.com

Get in touch today to book a **free demo** or discuss how your business could benefit from RAM Tracking

Sector:
Service and
Maintenance

**Fleet
Size:** 11
vehicles

Location
: East
Midlands

CASE STUDY

National Maintenance Ltd

We would describe RAM Tracking as easy, reliable and comfortable.

National Maintenance case study: Established in 2009 National Maintenance actively approached RAM Tracking requiring a vehicle tracking solution to meet the needs of their growing fleet. Starting with 10 vehicles, tracking was needed for a variety of different reasons to improve business productivity.

National Maintenance provides maintenance services in the East Midlands area, comprising of home refurbishment, maintenance, boiler services, cosmetic repair and gas safety .

Jon Johnson Director at National Maintenance explains how they strive to provide their customers with outstanding customer service levels, and that vehicle tracking was the most effective way.

With drivers being required to visit customers at both offsite and onsite locations wanted to ensure that their drivers were responding to their customer call-outs as quickly as possible.

Security was another issue for the firm, Johnson believed that just purely the presence of a vehicle tracker would deter potential thieves and if the vehicle did get stolen it would be a lot easier to retrieve it.

Whilst searching for the ideal system, National Maintenance researched many different providers, they found that RAM Tracking 'stood out' due to the 'exceptional customer service levels' this together with the competitive prices made it an easy decision for them. Initially starting with a free trial, Johnson very quickly saw the benefits of the system and how it would be an integral part of his business.

It took just one training session from our award-winning customer service team to train the team up, the system is so easy to use, straight-away they were fully equipped and able to use their RAM Tracking system and app - using key reports that would make the biggest impact to his fleet management.

As expected the presence of vehicle tracking has successfully reduced insurance costs and the company have been able to gain a new insight into private mileage which is easily accessible should HMRC require it.

Enhanced control as well as complete visibility has meant that National Maintenance, has a more accurate, thorough and efficient service for their customers providing them with up to the minute ETAs.



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