



Contract Landscapes

Editors note: Teletrac Inc. and Navman Wireless are now merged as a global telematics powerhouse. This content was created prior to the unification of both brands.

CLL enjoys these benefits with Navman Wireless:

- Increased trust from clients
- Quality customer service from Navman Wireless
- Peace of mind against vehicle theft and misuse
- Accurate timesheets = accurate wages
- Gains in efficiencies

CLL is a civil construction company with 30 years' experience across all aspects of the industry. The company prides itself on being able to operate in challenging and difficult environments and has excellent relationships with engineering consultancies and councils because of its strong emphasis on health and safety. "We've been with Navman Wireless since 2005. Thanks to the level of customer service, they've helped us get the most out of the system, which has allowed us to create solid relationships across the industry," said Mark Lyndon, General Manager.

Building trust with clients

CLL chose to install fleet tracking in response to clients requesting reports on work carried out. "Clients often asked us how we could verify that we'd taken a load to the tip, or how many hours our team spent on the job," said Mark.

"With the Navman Wireless system, it's quick and easy to produce a report that details our team's exact movements, what time they arrived on site and how many loads they completed that day. When you put a report in front of a client – it's impossible to argue against. There's no questioning it."

CLL tracks every vehicle that's on a site for performance, including utes, right through to six wheelers. The company, which has about 90 assets, also uses the system to ensure the safety of its employees and assets. "If someone breaks down or runs out of fuel we can quickly see which other drivers are closest. We can also see what jobs they're working on, so we can make the best decision about who should be pulled off a job to help."

Knowing where your assets are

Operations Manager Alan Marychurch arrives at HQ each morning at 6am, and starts the day by searching for all vehicles to see they are where they should be

"Thanks to Navman Wireless we've saved two vehicles from being stolen," said Alan. "We tracked one vehicle for 45 minutes through side streets while we talked to the police who were moving to intercept it. Being able to recover that vehicle saved us a lot of money as well as the time and effort that would have gone into making an insurance claim and then replacing not just the vehicle, but the equipment inside it."

"CLL management also learnt through tracking that one of its company vehicles was being used at the weekend for incorrect work purposes. This issue no longer occurs."

Immediate gains in efficiency

Following the decision to install Navman Wireless tracking, management saw an immediate pick up in efficiencies. "We've got a visual display of our fleet where all staff can see it. This open system allowed all CLL's staff to increase their efficiencies," said Mark.

Managing fleet maintenance

CLL also uses the system to manage the maintenance of its vehicles and is currently creating a new feature via the Navman Wireless API to alert the company about what type of service is needed and how it's going to be completed. "Managing our maintenance this way means we have a digital copy of our service records as opposed to a paper copy that can get lost. Our industry and clients are insisting more and more on servicing and check sheets for OSH," said Alan.

"Navman Wireless does everything I want it to do, making it value for money to the company and ultimately the profit margin."

Mark Lyndon
General Manager, Contract Landscapes

Managing driver fatigue

"We also use the Navman Wireless reports to ensure our staff aren't exceeding their driving limits," said Alan.

"For the six wheelers we closely monitor driver hours. We have a number of clients who ask how we monitor for driver fatigue so it's great to be able to show them our drivers are within those limits. It gives everyone peace of mind."

Cost savings to the business

"I'd estimate that we save around \$300,000 per year just on wages alone, by being able to accurately complete timesheets. Half an hour over here and there soon adds up over the course of a year," said Alan. "It's also really helped us with a client who was insisting we've only done five loads when we proved that we'd actually done six," added Mark. "Once our clients know we use Navman Wireless they know we'll accurately record our work and charges. What it costs us to run the Navman Wireless system, we make back in resolved customers disputes alone each year."

