



Kapiti Hire

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.

Kapiti company cracks hireage challenges

Two things keep you awake at night when you run an equipment rental business: knowing where your expensive equipment is and making sure you get paid by those using it.

Tim Mikkelsen's company, Kapiti Hire, rents portalooos and construction equipment to customers operating construction sites up and down the Kapiti Coast. Once he worked out just how much of his team's valuable time was taken up keeping track of and servicing equipment and managing complicated rental billings, he knew he needed a better way of doing business.

Tim knows the rental business inside and out. He grew up in his father's hire centre and worked his way up to operations manager before going out on his own in 1999. He is president of the Hire Industry Association of New Zealand and has always focussed on using technology to gain operational efficiencies. When he came across another hire business using GPS tracking, he knew it was exactly what his own business needed.

Tim chose Navman Wireless GPS fleet tracking, installing tracking units into his three vehicles, two excavators and a trailerised portaloo.

Looking after the loos

Kapiti Hire rents 50 portalooos which go out on lease periods ranging from 16 to 30 weeks.

"Using Navman Wireless OnlineAVL2 software, we map a site around the location of each portaloo, this gives me and my team the ability to report on site activity. Our service trucks have Navman Wireless Qubes installed so we can see when and how often our truck was there to service each portaloo. At the end of every month we run a site report and this gives us exact time and duration that the service vehicle was on each site which allows for very accurate customer billing."

Before installing Navman Wireless the team at Kapiti Hire used a manual system to track site service visits. This was a very convoluted process as it involved the collaboration between two managers and the serviceman to ensure the billing was accurate. The introduction of Navman Wireless has revolutionised this process.

"I wasn't expecting just how much data Navman Wireless delivers. The possibilities are quite mind-blowing."

Tim Mikkelsen
Kapiti Hire

"Navman Wireless has allowed us to make this service billing a one man job," says Tim. "Now we don't need to confirm with the driver, we go exactly on what the Navman Wireless system tells us. I reckon this saves us about 2-3 hours on the last day of the month. And when you are cycle billing other long term contracts at month end, that is significant."

Kapiti Hire has also taken advantage of the Navman Wireless Qanium 100, a self-powered asset tracker designed for unpowered assets, and have installed a unit on one of their trailerised portalooos.

"One of our clients runs an underground construction team and needs a trailerised portaloos as their work site is constantly moving," says Tim. "So of course they need to take the portaloos with them. The Qtanium 100 uploads its location every 12 hours which shows up on the Navman Wireless OnlineAVL2 software. We just look it up on OnlineAVL2 and away our service guy goes and services the toilet."

"Before we got Navman Wireless, we'd have to phone the project overseer each week to find out where the portaloos was, now we don't have to do that. The information is on screen saving us time and money."

Equipment security

Gaining peace of mind against theft of equipment was another goal for Tim.

"We've now got a tracking unit on any asset over \$30,000. We set up geofences around the two businesses in Levin and Kapiti, and we've also set an alerting function between 7pm at night and 6am in the morning. If any of the equipment moves out of the geofence in those hours, my managers and I get an immediate email alert. So far we haven't had any theft!"

Tim comments that another feature of the Navman Wireless system they've found useful is the 'grey start.' That's the ability to detect motion even when the ignition is off.

"Our excavators are on trailers so theft by simply hooking up the trailer with the excavator on it after hours is a very real threat. However the Navman Wireless tracking unit will start sending signals once it detects motion and because we have the geofence around the yards we would get an email should the excavator break this fence after hours. Once again, it provides us with peace of mind."

Safer driving

Improving driving behaviour wasn't a goal in the installation of Navman Wireless, but Tim comments on the difference it has made to him and his staff.

"We noticed in the first week after we installed Navman Wireless how it moderated our own driving! We have set the overspeed alert to 5km over the speed limit. We found we all changed our own driving habits accordingly."

"The M-Nav units in the cabs have been really useful. If we're going over the speed limit, or if we're crossing from an 80km to a 50km speed limit, the unit alerts an overspeed and we adjust our speed."

Smarter business

Tim likes the Navman Wireless business model. "The monthly lease payment covers all upgrades and new software releases which means we are always operating on the latest version of the software."

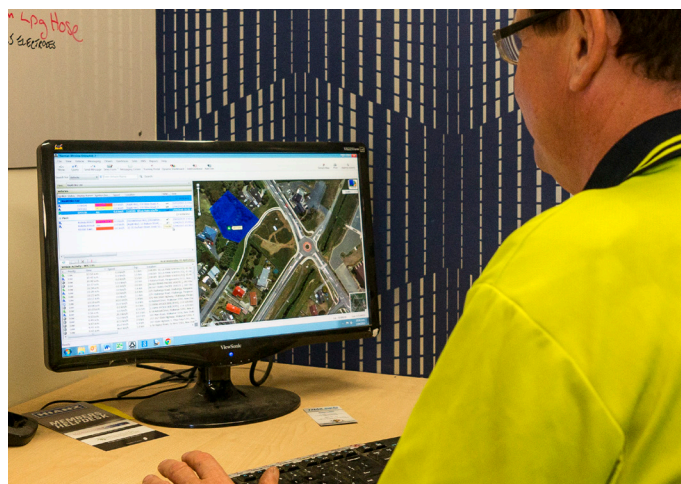
"I also wasn't expecting just how much data Navman Wireless delivers. When you take a look at the monitoring and management possibilities, it is quite mind-blowing. We've hardly even scratched the surface of that."

Overall Tim says the Navman Wireless system has provided the business with huge operational efficiencies.

"It's about peace of mind and knowing where our key assets are. Ultimately I think every business that runs a fleet should have GPS tracking."

Benefits

- Faster and more accurate billing
- Improving service efficiency
- Safer driving habits
- Providing equipment security and peace of mind



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