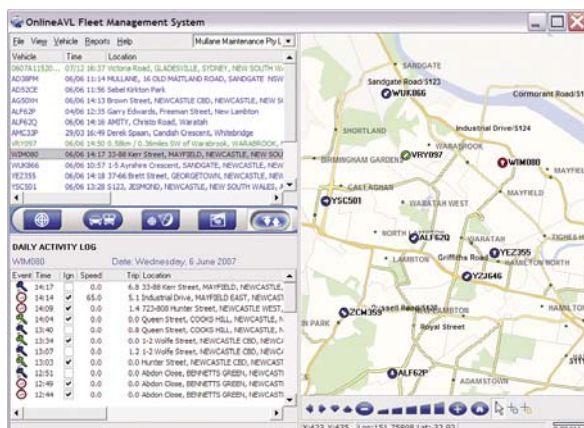




"Navman's given us so much control over managing our trades people and scheduling, we can continue to grow the company with confidence."

Belinda Smith, General Manager, Mullane Maintenance



Mullane Maintenance Enjoys These Benefits with Navman:

- A TOTAL PICTURE OF WHERE ALL TRADE VEHICLES ARE AT ALL TIMES
- MORE JOBS COMPLETED PER DAY DUE TO IMPROVED SCHEDULING
- MORE BILLABLE TIME DUE TO ACCURATE REPORTING OF ONSITE HOURS
- IMPROVED CUSTOMER SERVICE

Company Background

For more than 80 years, HL Mullane & Son has been providing the highest quality plumbing, drainage and gas services to the Hunter Region. Mullane Maintenance, one of five of Mullane's separate companies, has 20 trades people available 24/7 for plumbing, electrical and roofing repair, maintenance and emergency services.

With increasing growth, Mullane Maintenance experienced the challenge of keeping track of and scheduling jobs for each trade vehicle. They looked at employing one person full time for the job, but that wasn't a cost effective or successful solution. So they turned to Navman and haven't looked back.

Mullane Maintenance chose Navman's GPS system to track their vehicles based on the strength and reputation of the brand, affordability of the system, local support and reporting capability.

Better control and management of the entire fleet

Mullane Maintenance has Navman tracking in all 20 vehicles and the OnlineAVL is installed on four computers so anyone in the office can see where any tradesperson is at all times. Ms Smith says that the system is so easy to use that any member of the team can take a job call and dispatch it to the closest vehicle.

She comments, **"Having visibility of the entire fleet is a huge advantage. We know when our trades people arrive at a job, when they leave and how they travel between jobs."**

Navman features and reports further increase this control. The Mullane team has created Customer Sites and Geofences for staff homes and customer locations for an even clearer snapshot of vehicle location. And Ms Smith uses the Activity Report on a daily basis to measure onsite hours.

"Navman's reports are very helpful. If a tradesperson can't remember how much time he spent on a site, we simply look it up. And if a customer calls querying our time at a job, we pull up the details while they're on the phone. Having that back up is beneficial in all situations," says Ms Smith.

A 20% Improvement in Scheduling and a Significant Increase in Billable Time

Before Navman, Mullane's management discussed scheduling issues with their trades people and explained how a tracking system would make it easier for them to do their jobs more efficiently. **This transparent approach helped staff understand that Navman was for their benefit and not a 'big brother' tactic on the part of the company.**

Today, the tracking system is accepted as a normal part of doing the job. Staff are more open regarding their whereabouts and they're completing more jobs in a day.



"Navman's been so successful for Mullane Maintenance that other companies in the Mullane group are considering Navman tracking for their own vehicles."

Belinda Smith, General Manager

In fact, Mullane Maintenance has seen a **20% improvement in scheduling, a 14% average increase in billable time each month and a decrease in fuel consumption since installing Navman.**

Ms Smith explains, "Because we see where our vehicles are, we send only the closest one to a job. And since we can measure time onsite as well as traveling time, we can bill our customers more accurately."

A Confident Outlook

In addition to providing monetary benefits, Navman has helped Mullane Maintenance offer improved customer service. "If a customer calls with a real emergency, we can tell them exactly when we'll have a tradesperson to their premises," says Ms Smith. "It's instant, accurate knowledge, not gut instinct, and it's a huge breakthrough for us."

Ms Smith concludes, "During a crucial growth period, Navman gave us the control we needed. And now that we're expanding further, we know we can move forward confidently, using Navman's many applications to manage all aspects of our service."