



BEST
Energy Solutions
Since 1982
HEATING & COOLING

VOICE OF THE CUSTOMER



Best Energy Solutions increases productivity by 30% using **TomTom** to plan routes and manage workflow

Commercial and residential HVAC and building automation specialists

The Company

Best Energy Solutions has been providing commercial and residential HVAC design, installation and service to the Akron, OH area for 30 years. Serving a metropolitan area of more than 700,000, the company's fleet of 14 vehicles represents the company's biggest asset – and front line for customer service.

The company uses the latest technologies to distinguish itself as a forward-thinking company that delivers the highest levels of personal service, with the reach and sophistication of larger, national firms. As part of that focus, Best Energy Solutions uses TomTom Business Solutions' fleet management system to improve productivity and the effectiveness of its dispatch, work order processing, billing and service functions.

Maximizing time spent servicing the customer

The Challenge

Best Energy Solutions has invested in a fleet of 14 vehicles to service customers throughout the metro Akron area. Minimizing travel time and maximizing service time are key.

"Our vehicles are our biggest asset," according to Best Energy Solutions vice president Philip Chiarappa. "To deliver the highest level of service, we needed an accurate understanding of where our vehicles and technicians were and precise start and end times for their jobs. We were using a mobile phone-based solution from our wireless carrier, but it wasn't as accurate as we needed it to be."

With greater visibility into the vehicle's location – and how long they had been there – Best Energy Solutions' office team could better determine which technician to assign a new job and deliver a more accurate arrival times and cost estimates to the customer.



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Productivity improvements

The Solution

Best Energy Solutions chose the TomTom GO 730 personal navigation device for its fleet of 14 vehicles and the WEBFLEET online fleet management solution. "Right away, the ability to talk about the technology and the way it helps us work was a huge selling point when we were talking to potential new customers," according to Chiarrapa. And in practice, the company began seeing benefits right away.

Now, dispatch has an effective way to communicate with the vehicle, ensuring that information about the next job or work order is accurate. And if the technician has a question, he can call the office with one touch on the GO 730 screen, which uses Bluetooth to connect to the driver's mobile phone. Chiarrapa believes that this "has really improved safety for our technicians."

Once a work order is received in the vehicle, the driver can easily get driving directions to the job, and leverage TomTom's HD traffic to avoid congested routes and get there within the promised service window. The company has also programmed recurring service customers' and major suppliers' locations into the in-vehicle units, so that drivers can see when they are near a customer site that needs maintenance and drop in to perform in proactively, or can easily find the closest supplier when they need a part on the job. This results in faster service – and lower costs for customers who don't have to pay hourly travel rates.

Finally the system helps Best Energy Solutions with billing. Because WEBFLEET tracks when vehicles arrive and depart their destination, the office team can bill accurately – and provide an electronic record of how long the technician was on-site to customers who have a questions about their bill.

Overall, according to Chairrapa, "Working with TomTom has resulted in major operational efficiencies. I would estimate productivity is up by 30% as a result. It's increased our efficiency in dispatching and keeping track of calls and is an easy way to communicate with our technicians while they are on the road. And they appreciate the navigation piece. The less time they spend on the road, the more time they spend with customers, and the more money we all make."