BRENNAN'S
HEATING & AIR CONDITIONING

Company
- Brennan's Heating & Air Conditioning
- www.brennanshvac.com

Industry
- HVAC

Challenges
- Relied on phone calls to verify driver locations
- Wanted to improve routes and scheduling
- Needed an efficient way to locate the closest vehicle to a service call

Solution
- @Road GeoManager *i*LM

Results
- More efficient routing
- Increased number of jobs completed each day
- Fuel savings
- Improved location tracking
- Faster customer response

Using @Road, Brennan's Heating & Air Conditioning Completes More Jobs Per Day, Saves on Fuel and Delivers Faster Customer Service

Brennan's Heating and Air Conditioning of Woodbridge, Virginia, has the goal of providing the best heating and air conditioning service possible at a reasonable price. Since 1979, the company has prided itself on offering the most professional technicians and the latest technologies to meet the needs of its residential and commercial customers. In 2001, keeping in line with the company's goals and standards, Brennan's began using the @Road GeoManager$_{SM}$ *i*LM® GPS vehicle tracking system to help increase the efficiency of their service routes and improve the response times of their service vehicles.

Through a combination of GPS-enabled devices installed in service vehicles and a web-based software interface for managers and dispatchers, the @Road GeoManager system provides Brennan's with real-time information on the locations and activities of its fleet of 16 trucks. Using GeoManager's maps and reports, Brennan's now can plan more efficient routes, verify locations of its fleet and find the closest vehicle to a service emergency.

"Before @Road, we didn't know how long it would take our guys to get to a customer site," said Nancy Dempsey, vice president of Brennan's Heating & Air Conditioning. "In Washington D.C., Fairfax is a really big area. If one of our guys was running a call in Fairfax we didn't know if it would take him 10 minutes or 30 minutes to get there. Now we can look on @Road to see where our trucks are, whether they're sitting in traffic, and how long it should take them to get to the customer."

Improve Service and Cut Costs by Managing Routes
One of the features of GeoManager is the ability to view on a web-based map the paths traveled and the stops made for each vehicle throughout the day. GeoManager also provides a variety of reports showing vehicle speed, miles traveled, excess idling, off-hours use, total travel time and other measurements of vehicle activities and efficiency. Using these reports, managers and dispatchers can easily identify ways to improve routes and save money on cost factors such as fuel use, overtime and vehicle maintenance.

"With @Road, we can schedule our routes much more easily. We can also schedule more jobs in a day because @Road helps us to group them in areas that are close together,"

- Dempsey

By using @Road to create more direct routes for their service vehicles, Dempsey said they are able to more quickly respond to customer needs and save on fuel.

"This also helps us save on fuel, and in this economy, it's great any time we can save a gallon or two" Dempsey said.

Verify Vehicle Activity for Driver Protection

For one of Brennan's drivers, an added benefit of the @Road service was helping him get a speeding ticket dismissed.

"There was an incident where one of our drivers got a speeding ticket," Dempsey said. "He said he knew he wasn't speeding so we went to the @Road report and verified that he wasn't. He took this to court and the judge said he couldn't argue with the @Road report—so the ticket went away."

In all, Dempsey said, @Road has worked well for their business.

"It does what it's supposed to do," she said. "It's integrated so well…it has just become a part of our everyday activity."

GPS Tracking Solutions for Every Business

@Road GeoManager *i*LM is a comprehensive GPS vehicle tracking solution, offering a wide range of reports and features to help businesses of any size improve their fleet management. @Road also offers the mid-level @Road Pathway$_{SM}$ GPS vehicle tracking solution. GeoManager is also available in a hand-held version—@Road GeoManager PE$_{SM}$ (Pocket Edition^{TM}), which uses a GPS-enabled mobile phone.

@Road provides proven, cost-saving GPS vehicle tracking solutions for businesses of all sizes in a variety of industries. Contact @Road Sales today at 1-877-7AtRoad to learn more.

"If a service customer has an emergency, we can go into the @Road system, see where our trucks are and see who can get there to take care of it the fastest,"

- Dempsey

www.road.com ▪ North America: 1-877-7AtRoad ▪ Europe: 44 (0) 1473-696-300 ▪ India: 91 (44) 2254-1941 ▪ APAC: (61) 2 8875-0588

About @Road

@Road, a Division of Trimble, is a leading global provider of solutions designed to automate the management of mobile resources and to optimize the service delivery process for customers across a variety of industries. @Road delivers Mobile Resource Management (MRM) solutions in three key areas: Field Force Management, Field Service Management and Field Asset Management.

@Road ®
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