

# CASE STUDY

## Ring Power<sup>®</sup> Lift Trucks

### Company

- Ring Power Lift Trucks, leading forklift retail company in Florida
- [www.ringlift.com](http://www.ringlift.com)

### Industry

- Field Services

### Challenges

- Maximize efficiency of service technicians
- Increase number of service calls
- Promote employee accountability on task completion and time spent
- Realize compliance with Six Sigma process standards

### Solution

- @Road GeoManager iLM

### Results

- Increased Planned Maintenance completion rates by about 12%
- Improved Planned Maintenance done on time from approx. 69% to 85%
- Completed more service calls in less time
- Obtained accurate records and process metrics to comply with Six Sigma
- Increased employee accountability on actual time spent on tasks
- Increased customer satisfaction
- Improved driver safety

## @Road Helps Ring Power Lift Trucks Achieve Six Sigma Compliance and Improved Productivity

Ring Power Lift Trucks is in the business of selling, leasing and servicing forklifts, as well as providing operator safety training. For the Planned Maintenance portion of its business, Ring Power Lift Trucks faced the challenges of improving the efficiency of its field technicians, the quality of service delivered to customers and the accuracy of technicians' time and task logs.

"Our main aim was to increase our efficiency in order to get to the customer more quickly and charge them accurately," said Walt Wilson, service manager, Ring Power Lift Trucks.

To improve efficiencies, Ring Power Lift Trucks initiated the popular Six Sigma methodology for identifying and eliminating process defects. Six Sigma requires a disciplined, data-driven approach to eliminate defects in processes. Shortly after beginning the program, Ring Power Lift Trucks realized it needed help from @Road to achieve its Six Sigma goals.

By installing the @Road<sup>®</sup> GeoManager<sub>SM</sub> iLM<sup>®</sup> Mobile Resource Management (MRM) solution on 80 field service vehicles, Ring Power Lift Trucks was able to improve

efficiency and productivity while reducing costs. GeoManager combines GPS, wireless and Internet technologies with sophisticated on-demand software to provide location, monitoring, messaging, reporting and scheduling capabilities for businesses with mobile workers.

"@Road was a key ingredient for our improvement in several main areas of our Six Sigma project, such as reducing technicians' travel time, validating actual time spent at customer locations and achieving an increase in technician accountability," said Wilson.

Under the company's Planned Maintenance system, Ring Power Lift Trucks services and maintains the equipment they sell and lease. Prior to implementing @Road, each technician performed four to five services each week. Taking advantage of GPS-enabled visibility into field forces, enhanced routing and dispatching, and better communication capabilities using @Road GeoManager, Ring Power Lift Trucks increased the number of Planned Maintenance performed each week to six or seven per technician.

**"Our biggest goal was to improve efficiency. Using @Road, we are able to dispatch better, reduce travel time and increase accountability in our labor force."**

- Walt Wilson, service manager, Ring Power Lift Trucks

# CASE STUDY

continued

"Our on-time completion rates show approximately a 12 percent increase," Wilson said. "Since implementing @Road, we have added about 600 Planned Maintenance agreements/machines to the system but only needed about 10 new technicians to service these while still increasing our on-time completion rates."

The time and location stamp feature of GeoManager allows Ring Power Lift Trucks to validate time spent by a technician at the job site and quickly clear up billing discrepancies for better customer service. The ability to measure productivity with @Road reports on mileage and total stop time also helps Ring Power Lift Trucks adhere to Six Sigma standards.

"We pull time cards from service technicians and compare them to @Road stop reports," Wilson said. "When comparing stated versus actual travel times and service times there shouldn't be more than a few minutes difference between the two. Then we know we're treating and charging our customers fairly."

Visibility into mobile assets helped the company promote employee safety and also save on insurance premiums. Using the GeoManager Exceptions feature, managers receive real-time alerts on any vehicle traveling at a speed of 75 mph for more than five minutes, giving them the ability to contact the driver and correct the speeding before it results in an accident or fine. Fuel efficiency is one of the next targeted Six Sigma

projects for Ring Power Lift Trucks, and Wilson expects to use Exception reports to help with this area as well.

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@Road GeoManager is the flagship Field Force Management (FFM) solution offered by @Road. Other @Road FFM solutions include the mid-level @Road Pathway and the entry-level @Road Portico. GeoManager is also available in a hand-held version—@Road GeoManager PE<sub>SM</sub> (Pocket Edition™)—using a GPS-enabled mobile phone.

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## About @Road

@Road, Inc. 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.

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