

Field Services



Disaster response company gets there faster and saves \$44,000 per year using TeleNav GPS Navigator



BENEFITS OF TELENAV

• Time/cost savings

The company's specialists are no longer wasting precious time trying to figure out how to get where they need to go. Epic estimates it is saving more than \$3,600 per month in employee time.

• Better customer service

In this line of work, time is critical. EPIC Response can now be on-site faster in an emergency, with no need to call clients for directions.

• Convenience

Accurate directions are always on hand on a mobile phone, with no need for another device.

SOLUTION

EPIC Response invested in a few GPS navigation devices, and was quickly sold on the GPS concept. But just before investing in more of them, they heard about TeleNav's unique cell phone GPS solution from their wireless carrier representative. "We liked the fact that it's right on the mobile phone, so there's no need to carry another device," says Scott Butterworth, EPIC's IT Administrator. "It also appeared that TeleNav would be much more affordable, and the map data would be more current since TeleNav regularly updates their servers."

CHALLENGE

The field professionals from EPIC Response are on the road 24/7, handling disaster recovery efforts across the U.S. "Just as our customers can't predict when disasters will occur, we can't predict where we'll be needed," says Butterworth. "But when disaster strikes, getting there fast is paramount to our mission of providing high-quality service."

To get to those locations (which constantly vary), EPIC Response's team members were using maps and calling clients for directions—and that process felt too slow. "In each case, those ten minutes could have been spent strategizing on the best approach to dealing with the disaster," notes Butterworth. "In most situations, our clients are dealing with the immediate repercussions of a disaster, and every minute they can save is like gold."

"What's not captured in that ROI figure, saving \$44,000 per year, is the better customer satisfaction that comes from a faster response."

- Scott Butterworth, IT Administrator

RESULTS

Switching to TeleNav GPS Navigator has been an enormous success for EPIC Response. The company estimates they're saving over \$3,600 in employee time every month—which translates to more than \$44,000 per year. But that's not all that handheld GPS provides: "What's not captured in that ROI figure," says Butterworth, "is the better customer satisfaction that comes from a faster response." The client whose building has just burned down does not want to get on the phone and give lengthy directions. Instead, thanks to TeleNav, that client will experience the relief of seeing the EPIC Response team arrive immediately to help get them back on their feet again so they can deal with the disaster as quickly as possible.

SITUATION

Hurricanes, earthquakes, power outages and floods can wreak havoc with businesses. The longer a company is out of commission, the greater the possibility of lost revenue and damaged customer relations.

EPIC Response offers a turn-key approach to disaster response. The company's specialists are trained to minimize the negative impact of unexpected emergency situations on business operations. Their services include structural dehumidification, environmental remediation, decontamination and reconstruction.

How can we help your business?

For a free consultation contact us.

www.telenav.com

1 888 TeleNav 4 (1.888.353.6284)