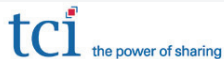


Professional Services



911 call center company deploys TeleNav GPS Navigator, saves time and lowers costs



BENEFITS OF TELENAV

• Happier employees

Now TCI's professionals have one less frustration to deal with on the road. And when they're out at a client site for one or two weeks, they can easily find their way around town.

• Convenience

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

• Time/cost savings

TCI's valued specialists can now focus on the job, rather than on finding their way around, which saves both time and money for the company.

SITUATION

Tel Control, Inc. is a leader in the world of 911 call center handling equipment. It sells and services both hardware and software and was the first company to implement a fully networked IP telephony system in North America. The company's professionals—whether in sales, installation or customer service—travel all across North America.

CHALLENGE

TCI's mobile employees are on the road a majority of the time and they felt they were wasting time on the fundamental task of reaching client locations. Paper maps were cumbersome, directions from online services were unreliable, and standalone GPS equipment and car navigation systems were inconvenient and expensive. For these mobile professionals, getting lost was getting old.

SOLUTION

The management at TCI learned about TeleNav GPS Navigator from their wireless carrier representative when they were in the process of consolidating and improving their wireless phone plan. "The whole approach was not 'here's another phone plan', but about how their technology helps businesses," says CFO Dale Hein. "TeleNav is exactly that kind of technology."

Already familiar with GPS navigation systems, Hein said, "there was no demo needed." Furthermore, he points out that at just \$10 per month there was no need to put together any cost justification for mobile phone GPS. "We didn't do a lengthy cost/benefit analysis," he says. "We knew intuitively that [TeleNav] would save people time and increase productivity."

"It is clear that TeleNav helps professionals on the road make the most of their time."

- Dale Hein, TCI CFO

RESULTS

TeleNav cell phone GPS users at TCI note that the convenience of having the directions directly on a mobile phone sets the service apart as a business tool. "Call it an insurance policy," says Hein. "You have an idea of where you're going and what you need to do, but if you run into a problem, you can easily pull out TeleNav." He adds, "It is clear that TeleNav helps professionals on the road make the most of their time." Some of the TCI professionals are at the client site for one or two weeks at a time, and now they can find their way around town without asking for directions or calling for directory assistance. By getting TeleNav, Hein says the company communicated an important message to its employees: "We take our productivity seriously, and we take the needs of our employees seriously."

How can we help your business?

For a free consultation contact us.

www.telenav.com

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