

## Construction



Water conservation company saves time and empowers team by using TeleNav GPS Navigator



### BENEFITS OF TELENNAV

#### • Increased productivity

Field members can now easily access directions to a client location without requiring assistance from headquarters. Project managers can now focus on managing projects rather than spending time responding to the field team's navigation needs.

#### • Utilization of current assets

By using TeleNav GPS Navigator, the company was able to avoid a large capital expenditure on dedicated GPS devices.

#### • Higher employee satisfaction

Field professionals are now self-sufficient, empowered by TeleNav GPS Navigator to find their own locations.

#### • Higher customer satisfaction

Immediate access to directions means field professionals can more quickly respond to emergency calls and arrive at jobsites on time.

Water Management's field team needed directions to job locations, supply stores and local hotels. Headquarters gave directions to them, but only after project managers spent hours scrambling to create detailed location reports. And while those managers were busy assembling addresses, maps and directions, they were clearly not out leading teams or seeking new business. This resulted in reduced productivity, lower morale and lost revenue. And if a field team member was unable to reach headquarters for directions, there was no recourse but to travel off-route—sometimes up to 50 miles—in order to meet the customer's needs.

### CHALLENGE

"Increasing productivity was a key element of our operations strategy," says Financial Analyst Frances Young. "It was the owner of the company who, when searching to eliminate those wasted hours, concluded the answer could be found within the recent advances in navigation." The project leaders at Water Management realized that they needed a solution that worked as well as a GPS device, without the expense. "After trying TeleNav for two weeks, the owner decided to outfit the entire field team," says Young.

### SOLUTION

Water Management provided its team with mobile phones fully equipped with TeleNav's mobile navigation technology. Wherever the field professionals were working, they could instantly access directions. Since mobile devices were already the team's primary communication tool, it was an easy transition for field professionals to begin using TeleNav GPS Navigator. Flexibility was another important benefit. Often field professionals rent trucks, and by using GPS navigation on their mobile devices, they have convenient, mobile access to information and directions.

"After trying TeleNav for two weeks, the owner decided to outfit the entire field team. It's easy to use and it's a big time saver."

- Frances Young, Financial Analyst

### RESULTS

TeleNav has increased productivity at all levels of the company—in some cases up to 10%—and is meeting the mobile phone navigation needs of the company's rapidly growing field team. "It's easy to use and it's a big time saver," says Young. "TeleNav GPS Navigator makes working in the field much more efficient as the team can now find customer locations just by using a mobile phone." The team is happy to be using just one handheld GPS device on the road, and morale is way up. "TeleNav is certainly the 'it' service tool everyone wants," notes Young. "It provides a sense of self-sufficiency to those who were previously dependent on headquarters. Best of all, instead of paying \$1,000 per GPS device, we now only spend \$10 a month." Project Manager Charlie Gildehaus agrees, and adds, "As far as the people at headquarters are concerned, the biggest savings can be found in stress reduction."

### SITUATION

Water Management, Inc. offers a broad range of water-efficiency services to property owners, public housing authorities, government offices and utility companies across the U.S. Services include water consumption analysis, water audits, project management and water-conservation training.

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