

SupaTrak helps business keep track of its fleet



Warm-Space Insulation Limited is a Swindon-based company who have been providing wall and loft insulation since 1991. Warm-Space carry out insulation projects for many large blue chip developers, but due to the cost effective nature of its products and services, the company also supplies to private residential properties. The company is an approved installer of insulation under the government's Warmfront grant scheme and local authority grant schemes alike and insulate, on average, 1,700 properties each month.

The company operates a mixed fleet of 35 vehicles, which range from cars through to 7.5 tonne vans, which are all driven by their installation engineers. John Hennessey, Managing Director of Warm-Space explains that "each vehicle operates within an 80 mile radius of Swindon on a daily basis and often travels to 8 separate destinations during a shift". It was proving hard for the operations team to keep track of the whereabouts of each vehicle and driver and a "vehicle tracking system seemed to be the perfect solution to this", says Mr Hennessey.

"the perfect solution"

Since having the SupaTrak vehicle tracking solution installed in their fleet of vehicles, the company has discovered numerous other benefits that the system has brought the company.

Firstly, SupaTrak has enabled Warm-Space to provide their customers with a higher level of customer service: By knowing the precise location of all of their vehicles and engineers, the operations team are able to provide their customers with the most up to date information available about the engineer's estimated time of arrival.

Secondly, SupaTrak has helped the business to accurately cost work. By enabling the operations team to see when an engineer arrives on site and how long they stay for, Warm-Space are able to ensure they are correctly charging their customers.

Thirdly, as SupaTrak reports on instances of engine idling – where the vehicle is left running but is not moving – the operations team have been able to identify this and educate their drivers accordingly. According to the government initiative, Freight Best Practice, engine idling can waste up

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to 2 litres of fuel per hour and across a fleet of vehicles, engine idling can soon become a costly business.

John Hennessy recalls that in the first week of using SupaTrak, an engineer called in to say that he had been waiting at a customer location for 25 minutes and there was no one in. The member of the operations team who took his call looked at the large screen monitor, which is used to permanently display SupaTrak, and answered "I can see you have only been there for 5 minutes, not 25 minutes, and turn your engine off while you're waiting".

And finally, by using SupaTrak, the business is able to estimate what time all vehicles will be back in the office,

which is helpful for Warm-Space employees, who don't lock up the offices at the end of a day until all vehicles are safely returned. By looking at the mapping system, which can be accessed using any computer with an Internet connection, they can see how far away the last vehicle is, and estimate what time the office will close.

"we are very happy with the service"

Speaking about the company's experiences with SupaTrak, John Hennessy comments that "we are very happy with the service".