

*Service***MASTER**
Restore



The Challenge: Preventing Theft

Harry Harmes, franchise owner of ServiceMaster of the Valley in Kentville, Nova Scotia, began looking into telematics software after one of his trucks was stolen with no way of tracing it. Though the vehicle was eventually recovered, it was damaged and there were no security measures in place to keep this from happening again.

Industry:

Cleaning and Restoration

Based in:

Kentville, Nova Scotia

Types of Vehicles:

Car, Van, Half-Ton Truck

Fleet Size:

4

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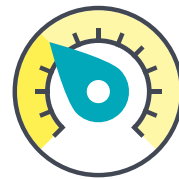
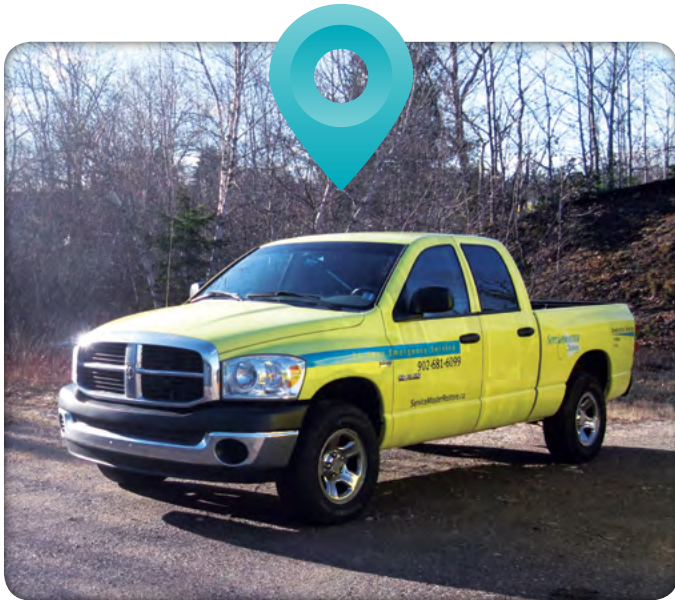
GEOTAB
management by measurement

Why Geotab

Several telematics companies pursued Harmes after he decided to make the switch for ServiceMaster, a commercial and residential carpet, furniture, and insurable loss cleaning company. He says he chose Geotab because they are a Canadian company and they offered the most seamless and streamlined installation process. After two years, Harmes takes pride in knowing where the company vehicle is at any point throughout the day. "If the vehicle is supposed to be on the job, I'd like to know that it's on the job," he says.

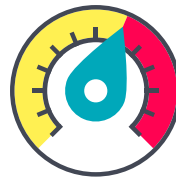
Resolving Customer Disputes

Harmes explains that this peace of mind that comes with knowing vehicle locations and routes has made customer service and billing simpler as well. The company is able to easily resolve disputes from customers about what time the truck arrived for service or for jobs that were billed by the hour.



Driver's Statement of Speed

VS



Driver's Actual Speed

Tracking Honest Behavior

ServiceMaster of the Valley also utilizes the Geotab technology to monitor driver behavior such as speeding. Harmes is able to point out drivers who were driving significantly over the speed limit and swiftly address safety concerns with real-time audible feedback and detailed reports. He also appreciates knowing where his trucks are and that if a situation arose where he needed to resolve a major customer issue, the software would be there to help.

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