

# Mobil-i Tracking Adds At Least €83,000 To The Annual Turnover Of Busy Dublin Gas Appliance Servicing Company



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Gas Services Ltd run by Philip Cassin provides gas boiler servicing and repairs for the domestic market. The company which was started in 1987 is based in Kimmage, Dublin

They service boilers throughout South Dublin as far as Bray in the South, Rathcoole in the South West and Lucan in the West.

The type of client they serve varies from individual private home owners to public and private landlords with multiple dwellings.

Gas Services has a fleet of 16 vans with 16 service engineers each undertaking on average 7 or 8 jobs per day. They are supported by a manager and two office staff booking appointments and scheduling the engineers’ workloads.

In peak times demand can exceed 100 service calls per day. Based on their clients requirements this can necessitate redeploying service engineers and re-prioritising jobs continually throughout the day. So

knowing exactly which engineer is located where is crucial. Coupled with this some of the vans would have certain types of spare part stock with others having different stock. This further complicates the office staffs job as they need to be able to match the correct van and engineer with a specific job.

Before they implemented Mobil-i vehicle tracking it was impossible to know exactly where each engineer and van was. The office staff would have to continually be in touch on the phone which meant disrupting the engineers. Also it placed the onus of knowing where the engineers were on the engineers themselves which had the potential to be abused.

Since implementing the Mobil-i system Cassin feels much more in control of his operation. He has a big screen in the main office which displays all of his ve-

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hicles overlaid on a map which constantly updates showing exactly where each engineer is in real time.

“Before I put the big screen up the engineers were aware that I could monitor their locations” says Cassin “However they realised that I wasn’t watching the system closely and sometimes liberties were taken” continues Cassin.

He is keen to point out that his staff are very good and there has never been anything major but small things like starting late in the morning or taking an extended lunch or finishing early. Over the course of the year these can add up significantly.

“Now that we have the screen in the office the drivers know that they are on full display. It keeps them honest” Cassin concludes.

Indeed this keeping them honest has a significant impact to the bottom line. By just having each of his engineers complete one extra job a month more than pays for the system. So when you realise that in fact each of his engineers completes at least 2 extra jobs per week (in the 6 summer months) by adhering to their working hours at a average rate of €100 per job this adds up to a substantial €83,000 per year in extra revenue that Gas Services would be losing out on without the Mobil-i vehicle tracking.

And this is before you consider the other benefits of the system such as route planning and fuel efficiency reporting. For this reason alone Cassin cannot understand why anyone would not want to use vehicle tracking to manage their fleet in similar multi van service businesses. He sees using the Mobil-i system as a “No Brainer”.

Gas Services chose the Mobil-i vehicle tracking solution ahead of comparable systems on the market due to its high level of customisation and ease of interfacing with other systems. They have a service management software ap-

plication which pulls in Geo data from Mobil-i MS-Track allowing them to tie their customer records to a specific map location. This makes planning jobs potentially much easier.

Another unforeseen benefit of the system was when the landlord of a residential property queried the amount that he was being charged. The tenant had advised the landlord that the Gas Services engineer had only been on site for 10 minutes.

Using the Mobil-i tracking system, with detailed engine on and engine off reporting, Gas Services were able to substantiate their claim that in fact their engineer had been on site for over an hour.

Being able to pull up this kind of information is invaluable as it means Cassin always has a means to double check the start and stop times of each job that his engineers complete.

Having the big screen display in the office also saves Cassin time as he can now at a glance see if his engineers are where they are supposed to be. “The system has become so much a part of our operation I can glance at the screen and subconsciously know everyone is in the right place” he says.



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