ISG technology improves service delivery, saving time and cost through TomTom

The Organisation

High profile UK network and IT specialist

ISG technology provides a broad range of networking, IT & Multisourcing Solutions across the breadth of the UK. Operating from five service delivery centres throughout the UK and one European Support Centre in Bulgaria, ISG technology provides an exceptional service at a highly competitive price. ISG technology is one of the UK's longest standing and independent Networking & IT specialists.

Their work within the retail, health, finance, hospitality and education sectors is widely acclaimed and includes high profile public and private sector projects.

The Challenge

Need to adapt to provide outstanding customer service

ISG technology has a large number of high profile customers throughout the UK, each expecting a prompt service when necessary. They manage a large team of engineers and the need to become more competitive and efficient was increasingly apparent.

The business uses a service desk system, Tesseract, for scheduling appointments and it was due an upgrade. With a minimum of 300 service calls per week, the company was looking for ways to reduce costs and save time.

In the first instance, ISG technology had trialed a competitive telematics solution; however this was not meeting the business' expectations. TomTom was recommended by the team at Tesseract, who knew that the solution would integrate with the software and meet with their requirements, and also believed that TomTom was a superior solution.

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The Solution

ISG technology has installed TomTom's LINK tracking unit, PRO navigation devices, and ecoPLUS fuel monitoring devices within 59 of their engineer's vans. This solution allows the fleet manager to monitor the movements of their vehicle fleet, whilst the drivers are able to avoid delays through the LIVE services such as HD traffic.

With the ability to locate the nearest and most appropriate engineer, the business has benefited from increased efficiencies, both in terms of fuel and time savings. Customer service has improved because if there is a delay the customer can be notified and their expectations are easily managed.

As part of the solution, they have introduced TomTom's OptiDrive, which gives drivers a profile based on four key elements of safe and efficient driving: speeding, driving events, idling, and fuel consumption. This allows fleet managers to reward safe driving and focus training time and budget on those below the fleet benchmark.

ISG technology uses this information to monitor driver behaviour and send reports to line managers to keep their drivers within company benchmarks and KPI's. By utilising these solutions ISG technology expects to make considerable savings in insurance, servicing and running costs. The Active Driver Feedback (ADF) module instantly indicates to the driver how they are performing so they can improve their driving style in real time.

Driver Behaviour closely monitored and improved

Admin time slashed by 100%

The Finance Team has saved an incredible amount of administration time by extracting instant reports from WEBFLEET to record the number of hours driven by engineers each month. The fact that the reports are instantaneous, compared to a long download time in previous systems, resulted in an impressive time saving. The team is moving towards a system which will mean that manual timesheets will be replaced by the WEBFLEET reports.

Evgeniya Vukova, Finance Administrator of ISG technology says "*Not only are we able to download data at the touch of a button, the information is far more comprehensive than previous systems and much easier to use, we have saved 12 hours of admin time per month.*"

"*TomTom has made us much more efficient in many areas, from job dispatch to logging working hours and mileage. We are now able to offer an even better service and experience to our customers.*" says Graham Reardon, Head of Business Systems, ISG technology.

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