

Customer Success Story : Kitsap Garage Door



“Kitsap Garage Door has always believed in the use of technology to deliver better customer service and improve productivity. We just switched over to Azuga G2™ from a traditional GPS contraption. We wanted to go beyond GPS, to get insight into engine idling and fuel used. At 70 cents per vehicle per day, the ROI is a no brainer and the benefits are immediate.”

-John Ramer,
President,
Kitsap Garage Door

Background

Kitsap Garage Door has been serving Kitsap County in the State of Washington and surrounding areas for over 35 years. Kitsap offers installation and service of Garage Doors & Openers for both residential and commercial customers. Kitsap is accredited by IDEA (Institute of Door Dealer Education and Accreditation (IDEA) and has a seal of approval from Angie's list and Service Magic.

Challenge

In order to provide accurate ETAs to customers and also improve field employee productivity, Kitsap had invested in a traditional GPS system that required expensive GPS hardware, hard-to-schedule installation and high recurring monthly costs. To top it all, the system was not accurate when it came to vehicle location, idling times and actual fuel used. John Ramer, President at KGD was on the lookout for a system that was affordable, easy to install, easy to use and provided information beyond what a GPS-only system could offer.

Solution

John's research led to more discovery about the value of a device that could easily plug in to the OBD II port and provide what he refers to as 'beyond GPS' data, specifically on capabilities like fuel used, speeding duration, hard braking, sudden acceleration and accurate idling data. Information about the Azuga G2 system came at an opportune time and within a day, Kitsap Garage Door was up and running. John appreciated **the fact that he could install Azuga units himself and at his convenience** instead of scheduling the trucks to be in the office at a set time, getting the dash ripped out and running wires as was the case with the old GPS system.

Benefits

- ▶ Implementing Azuga allows Kitsap Garage Door to quickly locate drivers and provide reliable ETAs to customers.
- ▶ With Azuga, Kitsap Garage Door has an easy way to validate driver time cards with GPS when/where data and then input that into Quickbooks™ Payroll.
- ▶ Fuel-wasting activities such as idling are monitored through system alerts and can be addressed in real time. In addition, fuel use across the fleet can be compared and tune-ups and preventive maintenance can be scheduled based on G2 (intelligence) rather than on a schedule.
- ▶ Using Driver behavior data from Azuga, Kitsap Garage Door is working on implementing a 'Driver of the Month' recognition program for the drivers with the least amount of speeding, hard braking, sudden starts and idling.
- ▶ Kitsap Garage Door is now able to proceed with a 'Go Green' program that enhances their reputation amongst the community and customers.