



## Customer Success Story : Staybright Electric



“Azuga has bent over backwards to meet the needs of Staybright Electric. They are more than just a vendor, they are a partner; and the combination of their superior customer service and their driver friendly GPS technology is really what sets Azuga apart.”



-Phil D'Hondt, Fleet Manager, Staybright Electric.

### Background

For over 21 years, family owned, self-performing electrical service and commercial lighting company Staybright Electric has been specializing in retail, commercial and industrial applications. Its mission is to deliver superior quality, while also providing excellent customer service to its customers nationwide.

### Challenge

As a full service provider, Staybright Electric not only helps big box retail clients complete major capital projects, but also delivers top of the line preventative maintenance programs with 24/7 emergency service.

“We do everything from overhead lighting and circuits to outdoor building lighting and the exit signs, all the way up to the parking lot lights,” says Phil D'Hondt, fleet manager at Staybright Electric. “We also do any other electrical needs stores may have.”

In order to do this, Staybright Electric maintains a fleet of over 240 vehicles across the country ranging from boom trucks, to cargo vans and more. It's also crucial that the company is able to keep track of all its vehicles seamlessly through GPS solutions to ensure productivity and customer satisfaction.

For this reason, Staybright Electric decided to equip its vehicles with GPS. The company's original solution, however, was expensive and forced Staybright Electric into long, extended contracts with high termination fees. The company also faced several instances where vehicles were stolen, and were hard to track down. It soon became clear that the old solution no longer met the needs of the fleet. What D'Hondt and the company needed was not only a better, cost efficient solution for its growing fleet, but also a partner that would help it stay true to its mission of superior quality and service.

### Solution

In late 2014, Staybright Electric partnered with Azuga and installed its plug and play GPS units across its fleet. “Fleet management is all about cost and service” said D'Hondt. “Azuga had a much lower price than our original vendor. Additionally, the customer service we receive with Azuga is second to none, and the management of the GPS fleet system as a whole is much easier.” Overall, D'Hondt recalls, “Our transition to Azuga has been a positive move. We work with a lot of vendors and Azuga is by far one of the best.”

### Results

In only 18 months, Staybright Electric has benefited from the following as a result of implementing Azuga:

- ▶ Prior to Azuga, Staybright Electric's hard-wired devices required the company to schedule appointments with a technician when a problem arose – increasing already high costs due to repairs and restricting the company's ability to keep track all of its vehicles. Azuga's plug and play functionality and self-diagnosing technology enables Staybright Electric to quickly exchange devices, if necessary, on their own – saving both time and money for the company.
- ▶ As the size of Staybright Electric's fleet continues to grow, Azuga's cost savings ensure the company can continue to install GPS systems in all of its vehicles without breaking the bank.
- ▶ Being able to keep track of its vehicles through Azuga's GPS has helped the company out of crisis situations. For example, six months ago the company had one of its vehicles stolen in Southern California. Because of Azuga, the vehicle was recovered within just three hours, unharmed.
- ▶ The implementation of Azuga has allowed Staybright Electric to maintain discounts with its insurance provider to cover its fleet.
- ▶ With Azuga, Staybright Electric's safety manager is able to receive printouts regarding driver behavior in real time, helping improve the overall safety, cost efficiency and productivity of the fleet.
- ▶ Based on the success the company has seen in the first 18 months, Staybright Electric plans to utilize additional features offered by Azuga to further develop a fleet maintenance program in order to achieve additional safety, cost and productivity benefits for the fleet.

