



Snap On Tools

Editors note: Teletrac Inc. and Navman Wireless are now merged as a global telematics powerhouse. This content was created prior to the unification of both brands.

Snap-On Tools enjoys these benefits with Navman Wireless:

- Improved efficiency saves time and costs
- Proactive management of vehicle maintenance prevents costly repairs
- Improved driver safety
- Greater insight into business operations improves competitive advantage

Snap-On Tools provides market-leading tools and equipment to a wide range of industries around the world, including manufacturing, service and construction. Operating in Australia for over 21 years, Snap-on Tools is one of the longest running and most successful franchises operating throughout Australia and the globe.

The business operates with a fleet of independent franchise stores set up inside custom-designed trucks, driving within designated regions to visit customers at the same time every week.

Snap-On Tools needed to be able to quickly locate their trucks, and provide drivers with the most direct route directions. This was becoming more critical with rising fuel costs and the addition of new drivers or geographic regions. They also faced a significant administration burden to manage the individual maintenance and service needs of each vehicle.

To meet these challenges, Snap-On Tools installed Navman Wireless' GPS tracking and navigation technology.

Improved efficiency saves time and costs

The biggest benefit brought about by the implementation of the Navman Wireless systems has been in helping reduce time and costs, through using the tracking and navigation functionality to provide greater business insight. In particular, getting staff quickly to new sales opportunities was a high priority, with Steve Jones, National Sales Director stating "If our team wasted 30 minutes to find a location, they could have sold a \$12,000 piece of diagnostic equipment in that time."

Proactive management of vehicle maintenance prevents costly repairs

Another key benefit was in the improvement in handling maintenance schedules across the fleet. A built-in module in OnlineAVL2 allows Snap-On Tools to track all their major maintenance categories, including: registration dates, services, oil change, tyre rotation, brake pad replacement, and more. In addition to tracking due dates, they can also make notes of costs, who did the work, and any additional information.

They have set the maintenance schedule based on specific vehicle needs and receive an email notification prior to the activity - say 2000kms before a service is due - and then again when it's due. This ensures they have time to arrange maintenance when it suits their schedule, and reduces time off the road.

"Having a well maintained vehicle simply makes financial sense, but in the past we struggled to stay on top of all the activities and deadlines. Now we know nothing will slip through the cracks," said Jones. For example, industry figures show that correctly inflated tyres can reduce fuel costs by 1-2% a year, and regular rotation can extend tyre life. When you're running a large fleet, these small changes can provide savings which can add up considerably.

Improved driver safety and reduced workload for drivers

The Navman Wireless devices also help encourage driver safety, for example ensuring they adhere to occupational health and safety regulations such as stopping for a break at least every two hours.

Another administrative benefit has been in the use of manual timesheets. Previously each driver was required to complete electronic timeslips on a weekly basis, but now head office can set up a regular report from OnlineAVL2, reducing the workload on drivers and greatly streamlining the invoicing process.

Greater insight into business operations improves competitive advantage

Steve Jones said, "By far the biggest benefit achieved by the Navman Wireless systems is an overall increase in efficiency. We have saved a lot of time that was previously spent looking after administrative functions, and now have greater insight into our business operations and peace of mind that our fleet is under control.

"Navman Wireless have delivered outstanding customer service, helped us find the right solutions and demonstrated an exceptional understanding of our business. It has provided us with many competitive advantages that were previously not possible.

"We are planning to install Navman Wireless products in additional vehicles as the fleet expands, and would like to encourage our franchisees to explore the business benefits of this system for themselves."

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Steve Jones, National Sales Director, Snap-On-Tools