

CASE STUDY

Who Do You Trust When the Stakes Become High?

A FIRSTHAND FLEET MANAGEMENT SUCCESS STORY



While every fleet management provider will boast about the convenience of its product, it's not every day that you hear a story about a life saved. When we heard the following remarkable story from one long-time Spireon customer, we thought it best to allow him to share his story in his own words.

I have been in this industry since 1970 and worked at Tejas Distributors since 2007. Tejas has been around for over 29 years. My name is Byron VanZandt. [Tejas Distributors does not use job titles.]

We place amusement vending machines across five states covering over 1,000 miles east to west and about 850 miles north to south. Our home office is located in Round Rock, Texas.

Our drivers load their vans and trailers, leave Monday, and return each Friday, servicing stores along their routes.

We are very close to everyone at our company, our turnover rate is incredibly low — almost none. We add new people when we pick up new accounts, and we help them find jobs when we have to downsize. We treat all our people like family. We share their health issues, support them when they need it, and coach them for success every day.

To accomplish this, we have an incredible need for the details Spireon provides.

I have managed everything from pay phone communications to the pager systems to cell phone interaction.

Now, finally, we have technology like Spireon.

Tejas Distributors has been with Spireon and FleetLocate now since late 2008 after an exhaustive investigation of fleet management companies.

Each of the systems I've used over the past 50 years has had a huge impact on our business, but nothing compares to the advancements in Spireon.

When our drivers are rolling, we want to know how late are they working. We want to be able to help them in real time around flooding when hurricanes and other tropical storms hit the coast. We need to guide them safely through blizzard conditions.

One time, we had a driver in an ice storm flip the van and trailer, and roll into a ditch in an area with very limited cell phone coverage. Spireon helped us get a tow truck to the exact spot of the accident. The driver was shook up, but OK.

In another case, one of our drivers blew out three tires going through a debris field on a highway. The information Spireon provided helped us locate a place for the tow truck to purchase our specific tires to get the driver rolling again.

In another instance, we were able to see that one of our best drivers had not started his van when expected. After trying to reach him on his cell phone with no success, we were able to find the hotel in which he was staying via Spireon. When we contacted the hotel, they went to his room and found him nearly in a diabetic coma. The paramedics were called and able to get him patched up. **WE THANK GOD THAT SPIREON WAS ABLE TO HELP US SAVE HIS LIFE. THIS SORT OF THING ISN'T IN ANY BROCHURE, BUT IT IS ONE OF THE MANY ADVANTAGES THAT SPIREON BRINGS TO THE TABLE.**



Now I would like to talk about the tremendous qualities of Spireon and their interaction with our company. When a bad day hits, we need Spireon to listen, act, and help us find solutions. The first-level tech support is awesome. Seldom is there a problem they can't solve. As technology has changed, so have they. Tech support has solved every issue, from advanced device replacements to the voodoo that they do with the internet and their interactions with our devices.

Every month I get a call from a Spireon competitor that wants our business. Being a prudent manager, I take their information and offers. However, once you get past the "salesmanship" from the people on the phone, no one offers what we get from Spireon. They have ways to "prove" they are better and other products we have no use for. The action and quick response we have gotten from Spireon over the years is unbeatable.

No company can beat the people at Spireon. That matters. They don't offer excuses. They offer solutions.

We are a happy customer. We will never be Spireon's biggest customer, but we will be loyal in our relationship with them.



If you're looking for cutting-edge fleet management technology with award-winning support that puts your people first, visit spireon.com/fleet-management or talk to one of our friendly experts at 800.557.1449.