



Harris Integrated Solutions West Columbia, SC | [www.harrisintegration.com](http://www.harrisintegration.com) | Fleet Size: 23

## Case Study

# Harris Integrated Solutions

## Harris Integrated Solutions Uses Linxup GPS Tracking to Increase Productivity and Revenue

Harris Integrated Solutions (HIS) is a family-run digital control company that creates efficient, energy-saving solutions for their customers. Their diverse line of products can operate everything from home lighting, to a commercial HVAC system, to a jet air fueling tank. Linxup helps HIS manage three service trucks that run all day, every day. "The entire day is billable," says Joey, the service manager. "This makes productivity in that billable time essential. Productivity benefits all of our employees, because profits are given back to employees as bonuses."



### Creating More Accurate Billing

Service Tickets for HIS include labor, travel time, and mileage. In the past, some of these costs were often estimated. Once Linxup was installed, there was an immediate productivity increase. Joey notes, "Tickets were more precise on travel time and mileage." The company is now able to accurately bill for all of the costs incurred during a service call, increasing revenue for each job.

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### Tracking Activity and Efficiency

Monitoring employee activity is a challenge for any company with a mobile workforce. Linxup has given HIS the ability to verify the routes and locations of drivers through the entire day. "We've had issues with employees

not being where they are supposed to be,” says Joey. “Kids and TV shows are not sounds that you should hear when a driver calls and says he is on a job. The system definitely put the brakes on excessive personal use of the vehicle.”

Linxup also has given HIS insights into each service call that they didn't have before. “I know when they're idling, and I know how long they are idling,” explains Joey. “Before, I had no reference point.” These insights have led to constructive and cost-saving advice for his team, such as encouraging employees to fill out service tickets on the job site rather than in an idling vehicle.

## Improved Response Time

Another benefit of Linxup has been the ability for HIS to improve their response time to customers and deliver better communication. “The customer can be better informed about when the service technician will get there,” Joey says. “The mobile app makes it easy to check on the fleet quickly. I log into the mobile app every morning about 7:15 to 7:30am to make sure everyone is where they should be. I like the fact that you can drill down on one driver and get details.” This allows Joey to know from the start of the day if his drivers are running on time for their first appointments.

## Safety and Maintenance

HIS is now able to monitor driving behavior and safety, thanks to Linxup's safety rating of each driver. “It actually gives them a grade on their driving,” says Joey. “We think this will help us with insurance costs.”

Joey's favorite Linxup feature is maintenance events and reminders. “Fleet vehicle maintenance is the biggest nightmare of any fleet service department,” he explains. “I used to leave it up to the drivers to get oil changes. Now I can set up oil changes as a maintenance event, and they will automatically get a reminder.”

## Affordable and Easy to Use

Joey and HIS have found Linxup to be a valuable tool at a very reasonable cost that is easy to install and use. “You can't beat it for the money,” he says. “You just plug it in and it's done.”

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