



Contract Fire Security

TomTom WORK the value-for-money solution for fire protectors

One of Great Britain's most established fire protection companies installs and maintains fire and security systems and heads out for emergency calls with the award winning Connected Navigation solution from TomTom WORK.

Established integrated fire and security solution provider

The Company

The family owned Contract Fire Security (CFS) based in Sutton Coldfield in the West Midlands is one of the most important and established integrated fire and security solution provider in the United Kingdom. With its staff of more than 100 members the company services the whole country.

Their main businesses are installation and maintenance of fire and security systems, and fire suppression equipment. With their experience in fire protection for more than 20 years the company is offering a 24 h service with a unique system of multi-skilled engineers. CFS' 55-strong fleet of vans and cars is mainly used by their engineers and sales force.

Looking for a solution providing and supporting flexibility of people on the road

The Challenge

The company's service and installation engineers are despatched daily to a series of planned jobs and are on the road all day long. During the day they additionally have to be able to respond to emergency call outs. The company was looking for a solution providing and supporting the flexibility of their people on the road. CFS needed a powerful tool to allocate their men to jobs and to communicate with their drivers more efficiently. They used to ring round their engineers until they found the nearest to a call out. Also, their new solution had to support a faster processing of timesheets. Furthermore, the company were looking for accurate private and business mileage audit trails for tax purposes. They also needed to produce precise timesheets to correspond to working time directives. Before the company used TomTom WORK there was a lot of cross-over of engineers, duplication of effort and unproductive time.



Using logbook, mes-
saging, and have
accurate ETAs

The Solution

In October 2007 CFS made the well researched decision to buy and use the solution from TomTom WORK. "Particularly attractive was the functionality - messaging and routing from job to job. Satellite navigation is great, we finally got rid of the maps and could navigate easily from place to place. Additionally, our customers can have accurate ETAs. Also the logbook functionality is excellent and easy to use - the Human Resources department particularly wanted a system where the employees could use their vehicles after hours and not be tracked at the same time. With TomTom WORK we can easily find the nearest engineer to an unplanned call-out." says Peter Martin Operations Manager at CFS

Since using TomTom WORK's Connected Navigation solution, CFS get more accurate mileage claims, they are able to reduce travel times due to satellite navigation which is also leading to fuel cost reduction. After only a short time Peter has already seen, more jobs can be completed within one day and anticipated increased productivity and increase in service levels to customers.

"TomTom WORK UK support has been really helpful in their response to the issues we have thrown up during our exploration of TomTom WEBFLEET's functionality."

"TomTom WORK is a
value-fo-money solu-
tion"

„TomTom WORK made us aware of the positives and also the possible short-falls compared to other products out there, and satisfied us that TomTom WORK is a value-for-money solution."