



C & S Motor Group

TomTom WORK lowers costs and improves efficiency

Major efficiency gains, lower costs and improved reliability are being experienced by London’s leading vehicle recovery company, C&S Motor Group, following the integration of the WEBFLEET vehicle tracking and communication system from TomTom WORK with their existing system.

The Company

Recovery of vehicles of every type and weight

C&S Motor Group provide recovery services across Greater London using fully-equipped and highly trained teams able to recover vehicles of every type and weight. Clients include motoring organisations, insurers, emergency services, local authorities, Transport for London, franchised dealers and commercial vehicle fleet operators. A fleet of 60 recovery trucks manned by skilled operators, along with their use of cutting-edge job deployment technology, allows the company to successfully manage high call volumes at any time of the day or night. From their base in North London they provide rapid response to over 50,000 call-outs a year with customers experiencing an average attendance wait of less than 40 minutes.

The Challenge

Provide fast, safe and efficient service

In the busy traffic conditions of the UK’s capital city the roadside recovery of customer vehicles is a high priority. C&S Motor Group partners with a wide range of public and private bodies to provide a fast, safe and efficient service. By their nature break-downs and accidents are unpredictable both in terms of their timing and location. The final destination of a recovered vehicle is also usually different in every case, including return to a home or business that may be many miles distant from the place of the incident.

Ability to arrive at a scene quickly is critical

The ability to arrive at a scene quickly is critical if demanding time-based Service Level Agreements with clients are to be met. And optimum use needs to be made of high value, specialist recovery vehicles and their skilled crews with up-to-the minute information on their availability for the next task being essential at all times.

The Solution

Combination of vehicle tracking and navigation

C&S Motor Group needed a system that combined vehicle tracking with messaging and navigation. It had to operate in real-time and be easy to integrate with their existing job management software.





The company chose the ACTIVE connected navigation package from TomTom based on their WEBFLEET software. This combines the LINK black box tracking device and the GO unit that combines a touch-screen messaging capability with satellite navigation. These communicate in real-time through WEBFLEET in the control room.

The user-friendly nature of the API's in WEBFLEET made it relatively easy to integrate the system, according to managing director Andre Cox. Jobs received through Turbo Dispatch are entered into the existing Garage Manager system from where they are routed directly into WEBFLEET via a simple plug-in link that C&S Motors developed themselves.

TomTom WORK is
easy and safe to use

Recovery crews soon found the TomTom award winning navigation system easy and safe to use – particularly because of the touch-screen capability – and control room staff found that information flows between them, the crews and customers were faster and more reliable. “We know when a vehicle is heading towards a job and the good thing is we know the exact arrival time, which is great for managing customer expectations,” says Andre Cox. “We know when it’s on the scene and when it leaves, whether it’s recovering the vehicle to another destination and when it will get there, or if it’s free for the next job. The result is a massive increase in our efficiency with much better utilisation of our skilled crews and valuable equipment.

TomTom WORK
improved customer
satisfaction

“One of the clear improvements TomTom WORK has attributed to is customer satisfaction levels because we can attend more rapidly and are better able to keep people informed. This is helping to give us a real competitive edge based on ever improving response times. Navigation by clear voice instruction and easy-to-read maps is a major benefit for our crews. It means that they can get to incidents by the most direct route, saving time and fuel and in a safer less stressful way with the added bonus of live traffic information to help them steer clear of hold-ups.”

“The system was also very cost-effective both in terms of the initial purchase price and ongoing running costs. And we can use it to produce a wide range of useful management reports from checking on driver’s hours to speeding tickets or parking fines.”