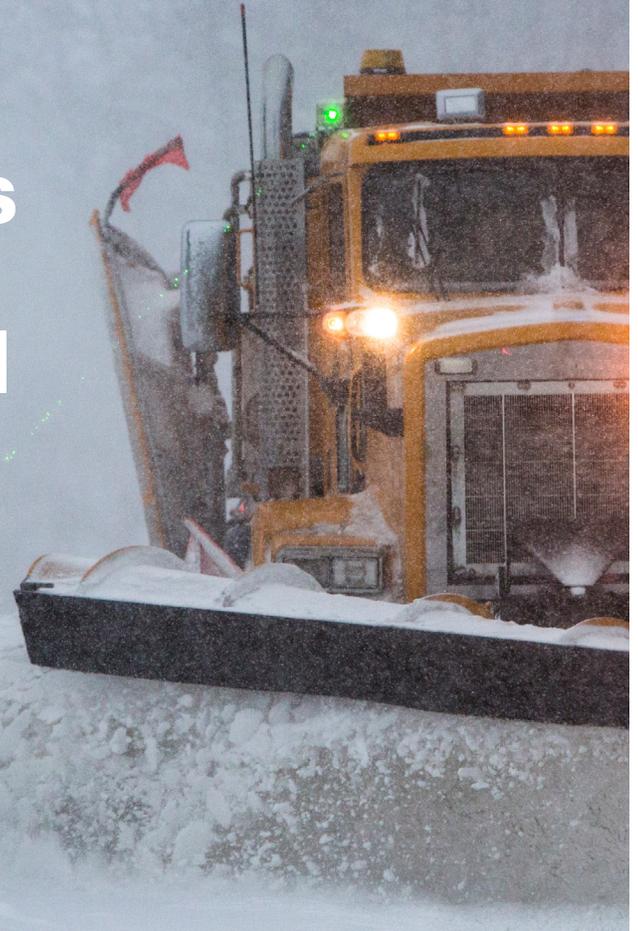


Case study

GRITIT streamlines operations and provides additional value through Verizon Connect.



GRITITTM WINTER RISK MANAGEMENT

- Gritting and snow clearance company
- Based in the UK
- 166,000+ service visits to date

“The appeal of Verizon Connect’ was the automatic integration of all of its solutions, so the initial implementation was smoother, and the GRITIT team was up and running more quickly.”

Brendon Petsch, IT Director at GRITIT

It’s the tough winters that GRITIT counts on as the leading provider of gritting services in the UK. With more than 166,000 service visits of which 99.99 percent were successfully completed, maintenance of a 99.2 percent* customer satisfaction rate and the British Institute of Facilities Management Service Provider of the Year 2013 distinction, it’s clear that customer service is of supreme importance to GRITIT.



*FM Service Provider of the Year: <https://www.bifm.org.uk/bifm/events/awards/Awards2013/SvcProv>

The Challenge:

"We work from 6PM to 6AM, so are an 'unseen service.' Therefore it is critical that we can track and manage our operatives on site and have the ability to guarantee to our customers that the services they requested have been completed," said Brendon Petsch, IT Director at GRITIT. "So confident are we of our service, and our ability to ensure customers' sites are safe for the public and employees, we stand the liability for clients in the event of an accident or claim."

The Solution:

To support this bold stance GRITIT accumulates millions of pieces of data during the course of a season and employs cloud-based telematics – also known as location intelligence – software from Verizon Connect that works with its existing technology investments to identify the key pieces of data it needs to improve overall operations. The ability to create efficiencies within its workforce and streamline processes – particularly through the ubiquity of mobile devices – is passed on as an added value to GRITIT's customers.

Platform approach supports multiple devices

The first stage of the plan was to replace GRITIT's existing systems with Verizon Connect's fully integrated, single platform for location intelligence. Previously GRITIT used two disparate systems, one for mobile device reporting and job allocation and the other for locating vehicles and assets. Getting the two systems to talk to each other in the past took some major software development. "Operationally, updating our systems to work with just one platform is great. The Verizon Connect¹ system works really well and is easy to use," said Petsch.

"The rest of the industry is still in the dark ages when it comes to smartphone and tablet software, whereas with Verizon Connect¹ we are able to use the very latest Android and iOS devices."

Brendon Petsch, IT Director at GRITIT

Location intelligence supports operations in the field

Verizon Connect Workforce provides near real-time alerts that notify GRITIT supervisors when drivers have completed work, and validation that drivers were on the job site to complete their work. This helps them maintain their job completion rate throughout each shift. If staff are running behind, jobs can easily be assigned to other drivers by dragging and dropping a job onto another driver's route, where it automatically shows up on his job list. At the end of the shift, GRITIT performs a final check by reconciling completed jobs with the actual location of the vehicle at that time. This allows the company to maintain its gold-standard customer satisfaction rating.



Because all the documentation received from the field is available within the Verizon Connect system in near real time, these inspections can take place within minutes of jobs being completed. In this way, if there are any issues onsite, such as a leaking pipe or someone that shouldn't be there, the client is alerted immediately.

Powerful near real-time reporting provides proof of service

Strong reporting is a key part of Verizon Connect, and an integral part of GRITIT's service to its customers. With Verizon Connect, GRITIT is now able to build its own customized reports to exactly match client requirements. Unlike most other organizations in the industry, GRITIT uses its tracking data proactively to provide proof of service, and as part of its daily reporting to clients. If any job does not go ahead as expected, an alert is produced by the Verizon Connect system, enabling GRITIT's management team to resolve the issue and alert the customer as necessary in near real-time.

The Results:

"Verizon Connect¹ is the ideal partner to help us realize our business goals," states Brendon Petsch, IT Director at GRITIT.

- **Improved efficiency and productivity an integrated solution** – Two costly legacy systems were replaced with a single solution.
- **Better devices with industry-leading hardware** – Our solution allowed GRITIT to use the very latest Android and iOS devices.
- **Proven customer satisfaction** – GRITIT uses Verizon Connect tracking data proactively to provide proof of service, as part of its daily reporting to clients.
- **Added-value customer service** – Site inspections done by GRITIT management are uploaded allowing clients to be alerted to any issues that need to be responded to.



For more information, visit verizonconnect.com or call 866.844.2235