

## CASE STUDY

### TomTom WORK gets fired up at A&E



A&E Fire Equipment has been a specialist in the Fire Protection Industry for over 40 years. A&E is a customer focused professional business that has grown over the years to be a large, well established Fire Protection Centre for West Midlands and the South West. The head office and trade centre are based at Staverton Airport, Gloucestershire and from here a vast range of services, products, training and specialist expertise are provided for the Fire Industry.



### The Problem

In line with a rebranding exercise, A&E wanted to further improve the efficiency levels already attained within the business. With a fleet of newly designed vans, it was only fitting that a new approach to managing them was explored. As A&E operate across a broad geographical region, sending the best placed vehicle to a job is key to efficiency and customer service. Priding itself on the highest levels of customer service, looking for efficiencies in this area and introducing them to coincide with the rebrand was important to the relaunch of the A&E fleet.

As a leading UK partner for TomTom WORK, Lister Communications was chosen to deliver the solution.

### The Solution

TomTom WORK is a unique job management and satellite navigation system. It's the ideal tool for planning and managing driver's itineraries. It provides easy to use navigation and it acts as a two way communications system between the driver and the office.

With each van using TomTom WORK, A&E can now:

- Schedule vehicles more efficiently from day to day and minute to minute
- Know the exact location of vehicles at any time
- Communicate with the drivers easily and safely
- Make automatic log books of driving times and idle times on a daily, weekly or monthly basis
- Respond to customer emergencies or a change of plan more quickly by sending the nearest vehicle

Everything about TomTom WORK is real-time and it's easy to access and easy to use. A&E are already benefiting from using the system and it is set to further strengthen their position as a leader in the fire protection market.

*"We decided to install the TomTom WORK system to provide our office with live information as to vehicle locations, two way communications between van and office for emergency call outs and navigation for the engineers direct to the customer's premises. We are able to respond efficiently to customer call outs and monitor live progress of the engineer's response to the call out through confirmed notification of job completion".*

*Roy Amphlett, Projects Director, A&E Fire Equipment*