

Azuga Fleet Customer Success Story

Dorglass, Inc.

Since 1973, Dorglass Inc. has been a glazing and glass company that prides itself on the commitment to exceptional craftsmanship, prompt service, and unsurpassed customer satisfaction. Sammy Reagan is the owner and purchased the business in 2017. After taking over the company, Sammy put in place a safety program and began using Fleetmatics, a competitive fleet management solution, to track some of the safety aspects. The competitive software was not easy to use or install and the maintenance reminders were not sufficient.

“Our prior system just didn't work, and Azuga was better at a favorable price.”

Sammy Reagan, Owner, Dorglass, Inc.



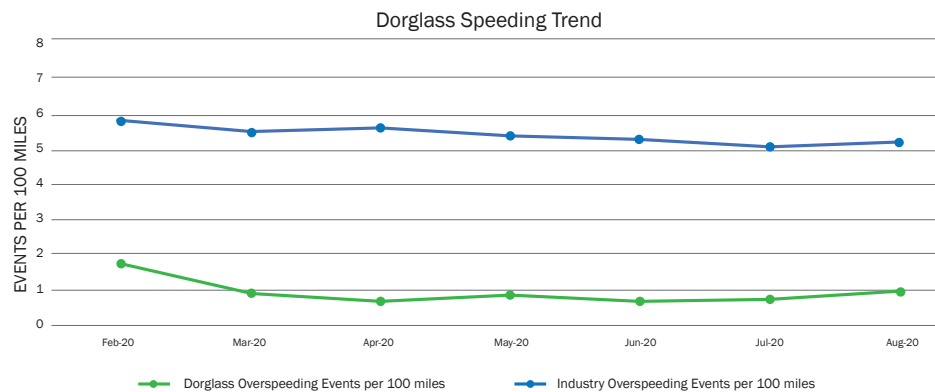
Establishing a Safety Culture

Every two weeks the company has a driving safety meeting with its installers; the best drivers are recognized and rewarded. The best driver receives a \$25 gift certificate for lunch based on the report for the prior two weeks. The second award goes to the driver with the worst score. This driver has to put a big orange sign on their vehicle that says, “How's my driving?”. The team has had some fun with it and it has been an effective behavior modification tool because no one wants that sign on their vehicle. As a result, the number of phone calls Sammy receives from other drivers on the road has dropped significantly.

One of the primary reports Dorglass uses is the Azuga speeding report. Sammy forwards it to his team and uses it to reinforce the safety culture and the importance of better driving habits all the way across. The result is that accidents, claims, and insurance rates have all dropped. Previously, the team was having 5 to 8 fender benders a year, and now they are down to one to two per year. Sammy says, “It's a small change, but it's a significant change because our chance of having a great loss and insurance rates going up, has gone down considerably.” This is best seen in the Speeding trend for the Dorglass team—speeding events are on average nearly 85% less when compared to other fleets in the same industry.

Maintaining Gross Profit

Along with Azuga, Dorglass uses ADP to manage their payroll and time clock, and Sage Service Operations (SSO) for scheduling and dispatching, and to attribute labor hours to individual work orders and jobs. The company uses Azuga to track the locations of their vehicles and how long they were at each location. In the event of a wide disparity or an installer failing to clock-in or clock-out of a particular job, Dorglass uses the Azuga tracking information to make adjustments in the other systems. The management team uses it as a check when making decisions on whether labor hours were correct. This helps Dorglass bid more accurately, and it also helps the company maintain its gross profit.



Conclusion

Sammy has been pleased with the Azuga service because the software is feature-rich and works well compared to the competitive product the company was using previously. “You can see where everyone is and it's easy to use.” The Dorglass team uses several components of the service - scheduled reports, dashboard, service maintenance to ensure their drivers stay on top of vehicle maintenance. The company is happy they made the switch.