



AZUGA FLEET CUSTOMER SUCCESS STORY

Triton Air

Triton Air is a family-owned and operated HVAC, water heating and refrigeration company. Trusted by homeowners, business owners, and property management since 2001, Triton specializes in repair, installation, energy-saving strategies, and preventative maintenance.

Triton Air had a GPS vehicle tracking solution in place for many years. The catalyst to evaluate other solutions was mainly due to a series of accidents from which video evidence would likely have exonerated their technicians. The safety of their employees and the community is of paramount importance. Also, at-fault accidents wreak havoc on insurance premiums.

azuga
a Bridgestone Company



“

Azuga has helped Triton Air both lower our operational costs and improve our safety record.

”

Sally Henry - Fleet Manager

SWITCHING TO AZUGA

As a member of the Service Roundtable group, Triton Air learned about Azuga due to their respective memberships in this best-practices organization for service contractors. As the preferred telematics vendor for Service Roundtable (SRT), as well as ServiceTitan, Azuga was a natural fit. The quarterly SRT rebate was definitely a bonus.

Ultimately, Azuga was chosen for a number of reasons. The number one criterion was an integrated high-quality GPS and safety camera solution. Physically installing Azuga's hardware was a simple no cost self-install process. The ServiceTitan integration enhances dispatching capabilities by overlaying real-time vehicle location within the dispatch board. Lastly, they wanted a system that aligned with their safety values, and a way to monetarily incentivize their technicians using Azuga's mobile driver app and rewards program.

Managers throughout the company use many of Azuga's more popular alerts and reports. This 'management by exception' reduces the need to monitor Azuga's interface. This provides managers with the 'peace of mind' of not having to micromanage technicians. For example, techs are allowed to commute to work with company trucks. Sally created geofences and associated 'after-hours' alerts around each tech's home. The company set up 11 customized Alerts related to driving behavior (e.g. sudden acceleration and safety camera panic button) to vehicle health (e.g. low battery alert and check engine light), which are directed to the appropriate personnel.

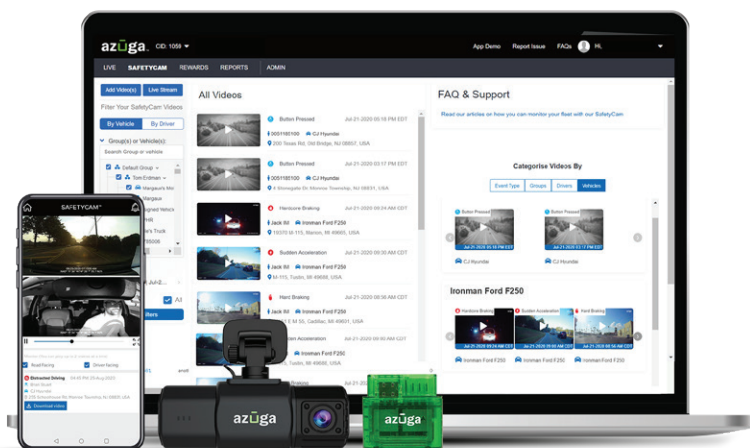
Triton Air was quite innovative in its usage of Azuga's Rewards feature. The company actually expanded the use of distributing monetary rewards for good driving behavior to the tech's mobile phones to include awards for sales performance. This increased adoption of their techs competing for the best driver score.

IMPROVING SAFETY

Triton Air implemented AI Safety Cameras in all of their work trucks. The benefits include defending technicians from baseless inbound community complaints and providing evidence to law enforcement and their auto insurance provider. Additionally, the AI features coach techs through real-time audible notifications on activities such as aggressive driving, cell phone usage, and seat belt utilization. Alerts on speeding 10 MPH above the speed limit and monitoring unauthorized driving after hours contribute to the reduction in accidents and inefficient driving behavior the company wanted to focus on.

RESULTS

Triton Air has seen an estimated 20% reduction across the board in accidents, wear and tear on tires and brakes, fuel expenses, and insurance. Additionally, real-time and historical vehicle visibility has reduced unauthorized driving and has improved dispatching decisions in the office, reducing door-to-door drive time. The reduction in accidents and unplanned vehicle maintenance enables Triton to best serve its customers and avoid costly delays in service.



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