

P.C. RICHARD & SON.



CASE STUDY:

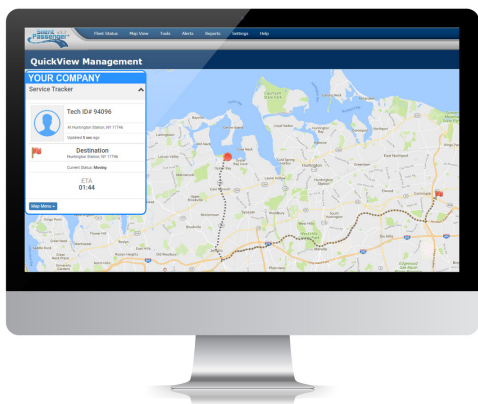
PC RICHARDS



THE CHALLENGE

Enhancing Customer Deliveries with SP Quick View

P.C. Richard was seeking to raise the bar in customer service and delivery capabilities through the use of a cutting-edge enterprise fleet management solution, setting the company apart from its competitors to help drive further growth and generate higher profits. A key strategy involved ensuring that its fleet management technology is continuously being enhanced with new and rich features and benefits as a way of keeping P.C. Richard a step ahead of its competitors.



THE SOLUTION

Silent Passenger SP Quick View

A joint effort between Vehicle Tracking Solutions and P.C. Richard led to the release of a branded version of **SP Quick View**, one of several premium fleet management features VTS offers its clients. Quick View was engineered by VTS to help their thousands of enterprise fleet operators—and in turn their customers—track (in real-time on an interactive map) the exact location of the delivery driver or service technician en route to the customer's location.

THE RESULTS

BETTER DRIVERS MEAN SAFER DRIVERS

With user-friendly **SP Quick View** technology, P.C. Richard customers receive a secure mobile-friendly web link, unique to their service appointment or delivery, sent via text or e-mail. The customer is able to view the route of the vehicle as well as the vehicle's current location, estimated time of arrival...and as an added security benefit...the technician's name and photo.

SP Quick View helps assure P.C. Richard customers of always being up to date and informed, including having the peace of mind in knowing real-time estimated time of arrival.

"The result was a solution even better than we imagined" stated Gregg Richard. "Even more so, our customer response has been overwhelmingly positive."