

Milford Quality Landscaping, LLC: Customer Service is Outstanding!

Introduction

This case study of Milford Quality Landscaping, LLC is based on a January 2020 survey of FleetLocate customers by TechValidate, a 3rd-party research service.



“The customer service is outstanding! They worked with us in every aspect possible. So the services go beyond just the obvious.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select FleetLocate:

- Hoped to address the following with FleetLocate:
 - Better know where their drivers/vehicles/assets are at all times
 - Reduce costs

Use Case

The key features and functionalities of FleetLocate that the surveyed company uses:

- Have seen tangible improvements in the following since implementing FleetLocate:
 - Their ability to identify what drivers need improvement
 - Seat belt use
 - A safer fleet overall
- Have seen tangible improvements in the following since implementing FleetLocate:
 - Their ability to serve their customers
 - Their ability to route the closest driver
 - Use of driver time
- Have seen tangible improvements in the following since implementing FleetLocate:
 - Their confidence that vehicle/assets are where they’re supposed to be
 - Their ability to grow business with the same or fewer vehicle/asset resource
- Have seen tangible improvements in the following since implementing FleetLocate:
 - Staying on top of preventative maintenance schedules
 - Their confidence that vehicle service is performed when it’s needed
 - Vehicle downtime
- Have seen tangible improvements in the following since implementing FleetLocate:
 - Wasted/out-of-route miles
 - Fuel cost
 - The recovery of lost/stolen vehicles/assets

Results

The surveyed company achieved the following results with FleetLocate:

- Saw levels improved in the following areas since implementing FleetLocate:
 - cost savings: significant improvement
 - fleet maintenance: moderate improvement
 - fleet/asset utilization: significant improvement
 - fleet productivity: moderate improvement
 - fleet safety: moderate improvement

Company Profile

Company:
Milford Quality Landscaping, LLC

Company Size:
Small Business

Industry:
Agriculture

About FleetLocate

Ensuring your vehicle, driver, and trailer fleet is running optimally is key to delivering great service, and great service means repeat customers who help grow your business. Spireon’s GPS fleet/ asset tracking and management solutions give you intelligence on how your fleet is performing – by driver and vehicle and asset. Whether your fleet is small or large, FleetLocate® helps lower costs, maximize profit, and increase productivity.

Learn More:

[Spireon](#)

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