



## Thayer Improves Operations with Fleetilla GPS Vehicle Tracking

**Customer:** Thayer Corporation of Auburn, Maine

**Fleetilla Solution:** Vehicle Tracking

**Results:** Improved Customer Service and Employee Efficiency

### The Story:

With its superior coverage and performance, Fleetilla's GPS Vehicle Tracking Solutions have helped Thayer Corporation improve their service to customers and maximize employee efficiency.

Located in Auburn, Maine, Thayer Corporation is Northern New England's exclusive LINC Service HVAC/R mechanical contractor. The company has 36 vehicles providing installation and service to residential and commercial customers. Fleetilla worked with Thayer to deploy tracking technology in 2004.

Since implementing Fleetilla technology Thayer has experienced some important improvements.

*"Fleetilla's cellular coverage area is better than other solutions. Maine has a lot of 'dead spots' that most GPS solutions fail to cover. Fleetilla gives us maximum coverage."*

**David Reed**  
Thayer Corporation



"We track our 36 vehicles with online reports that allow us to better manage our fleet. With Fleetilla, we are able to eliminate unauthorized vehicle usage, track actual time spent at customer locations, and monitor vehicle mileage which helps us better plan maintenance," said David Reed, manager at Thayer Corporation.

With information provided by Fleetilla, Thayer is also better equipped to answer service questions. "We are able to better handle customer billing disputes because we know exactly how much time an employee spends at a particular location. Having this information also means we maximize our employee efficiency," said Reed.

One of the key reasons Thayer selected Fleetilla was the cellular coverage. "We looked at other solutions but they did not offer the level of coverage that Fleetilla provides. Maine has a lot of areas that don't do well with most GPS technology, but Fleetilla's approach gives us maximum coverage," said Reed.

Fleetilla's GPS tracking solutions are in use at over 400 organizations. Through Fleetilla.net, the company's online tracking portal, fleet managers can track real-time positions of vehicles, trailers and other mobile assets in the United States, Canada and Mexico. Fleetilla's online portal provides a pinpoint accurate mapping system as well as numerous management reports such as utilization, direction, speed, and history.

"Thayer is a perfect example of a company that depends on a mobile workforce to service their customers. With Fleetilla GPS solutions, they can improve the management of their mobile workforce and become more efficient," said Dennis Reno, Fleetilla vice president of marketing.

**Learn more about Fleetilla solutions at [www.fleetilla.com](http://www.fleetilla.com).**