

## Britain Electric

Contracting for electrical, construction, maintenance, and services projects in Houston, Texas

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- Jeff McCrary,  
Vice President

### Profile

Britain Electric specializes in the completion of electrical, construction, and service projects. They focus on safety, workmanship, and the reputations of the electricians they work with. They've established a client list of many of Houston's most-influential corporations and some of their relationships have lasted for more than forty years.

### Challenges

Britain Electric needed a way to monitor their drivers once they left the office. They had problems with productivity and some of those issues stemmed from a lack of visibility into their workforce during the day. They also dealt with customer service complaints from their clients because they couldn't accurately gauge how long it would take drivers to reach job sites. The company's biggest challenges involved a lack of visibility and accountability when it came to their drivers.

### Solution

Encore made it possible for Britain Electric to locate their vehicles at all times for dispatching purposes. Their management team regularly ran reports for excessive speed, hard stops, and other driver behavior information. Britain Electric is also implementing geofence alerts to monitor the amount of time their employees spend at service locations.



### Benefits

The increased visibility improved processes across the board for Britain Electric and it started with displaying vehicle locations. According to Vice President Jeff McCrary, “[Encore] provides real-time access, constantly showing us where our vehicles are located.” The ability to see their drivers at all times makes dispatching easier and more efficient. Fleet vehicles are also kept in service longer and fuel costs are reduced since drivers don't have to travel farther than they should to get to job sites. Geofence reports keep management aware of how long drivers spend at job site locations. Encore increased Britain Electric's efficiency by 20 percent and that translated into savings valued between \$1,000–\$3,000 monthly.