



“Comet Tracker helped make us a better company and really improved our level of operational efficiency.”

Theresa Sprickerhoff,
Employee Relations Representative

Metro Fire Equipment

Single Source for Fire Protection and Prevention

PROFILE

Metro Fire Equipment is a full-service fire protection company offering installation, service, tenant improvements and fire alarm system designs for the State of Arizona since 1972. As a family owned business, Metro Fire Equipment prides itself on customer service and quality work. When reliability matters, Metro Fire Equipment is there.

CHALLENGES

Metro Fire had operational and personnel issues that were costing the company thousands of dollars per year. They had no visibility into their fleet, which they felt caused a lax attitude in the field. Employees were not keeping accurate hours and could not be held accountable for work, which caused customer satisfaction to decline. Some key accounts required GPS tracking of their vendors, but Metro Fire did not have a business solution to support those requests. Metro Fire needed GPS tracking software, but wanted time keeping capabilities that could integrate with QuickBooks™.

SOLUTION

Actsoft was able to assist Metro Fire’s business needs with Comet Tracker. By implementing Comet Tracker, Metro Fire streamlined their payroll process, added employee accountability, and improved the overall time management of their field service technicians.

BENEFITS

Because Metro Fire did not have a way to monitor their service technician’s activities in the field, they had to trust the employees to be at scheduled locations and to invoice accordingly. Comet Tracker provided the visibility needed to improve business processes and increase visibility into the field. Metro Fire was able set up operational metrics based on Comet’s Tracker travel history feature and view time spent at an account to improve service operations. In addition, the landmark feature allows the management team to view the amount of time service technicians spend at the office versus working in the field.

Lack of employee accountability was causing a financial strain on Metro Fire. An employee activity log was submitted for services performed on an account, but a spot check on Comet Tracker showed the employee did not service the account documented as he was at different location. A separate incident occurred when an employee submitted per diem and expense reimbursement for multiple travel days, however; Comet Tracker showed that the employee traveled only one day. Previously, Metro Fire would have paid these expenses without question. Utilizing GPS tracking in Comet Tracker has saved money in fraudulent operating costs for Metro Fire.

Payroll was a difficult and costly process for Metro Fire as service technicians would “guesstimate” their hours worked, write it down, and submit to payroll for manual processing. By using Comet Tracker’s wireless clock-in/out feature, technicians select one button to begin or end their workday. All time keeping data is sent to the office for integration with QuickBooks™ creating a more streamlined payroll process. Metro Fire now pays their service technicians for hours actually worked versus a “guesstimate” of hours.