

“The return on our investment ... happened a lot quicker than we imagined because of the amount of money we saved on the idle time alone.”

- Paul Headly,
Vice President and
General Manager

Profile

Napa Auto Parts is an automotive replacement parts and accessories retailer with a nationwide presence. Jeff Boone owns multiple Napa stores in southern Louisiana. Both he and the general manager for the area, Paul Headly, were looking to upgrade their delivery program with more accountability.

Challenges

One of the biggest challenges for Boone’s stores was the amount of downtime for drivers while on deliveries.

“Out of the 450 run-hours we had in the first week, over 50 hours were idle time, which is just mind-blowing,” said Boone.

Before using Actsoft, Boone was unable to monitor each driver and considered hiring more personnel to get the job done.

Solution

Boone implemented Actsoft’s Encore with OBDII devices in vehicle to track vehicle activity and streamline the delivery process.



Benefits

In the two years Boone’s stores have used Encore, accountability has increased with drivers and the stores have seen the savings.

“Every two minutes of idle time is equivalent to approximately one mile driven,” said Headly. “Those savings amount to about ten percent of our total [fuel] expense.”

Boone estimates \$20,000 per year is saved by using Encore. In addition to helping the bottom line, the stores have seen an improvement in customer service.

“Customers love it because any time they call up, our dispatchers have it up on the screen and can tell them where their delivery is at practically any time,” said Headly. “We saw that our delivery time went down by about three minutes per stop.”

Boone’s Napa stores are making quicker deliveries and are doing so with less effort required by his employees. Boone says he is happy with his decision to use Actsoft.

“I don’t know if there is anything I could get out there right now as a Napa store owner and get the return on the money that I put out with Actsoft. I’ve gotten that back two-hundredfold.”