



Will Electronics St. Louis, MO | www.willelectronics.com | Fleet Size: 15

Case Study

Will Electronics

Will Electronics Uses Linxup to Meet Guaranteed Response Times

Will Electronics provides customized video surveillance systems for a diverse range of businesses, such as retail, restaurants, healthcare facilities, and hotels. Once a system is installed, customers have the option to receive emergency support for equipment failure and repairs. When Will Electronics receives an emergency service call, they guarantee a minimum response time. The service coordinator, David, is tasked with the responsibility of meeting this guarantee. David's job is to ensure a fast response to customers when they need it, and Linxup enables him to get the job done. "Linxup helps us track vehicles and their current positions to better accommodate our customers," he says.



Scheduling Responses at a Glance

Linxup helps David to be more efficient with scheduling. At any moment, he can glance over the positions of every vehicle. "Once they get moving, it shows up pretty quickly," David explains. "I keep it open all day because I use it as a reference at any given point. When I get a call, I can easily see who is closest to the customer and respond quickly."

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Managing Frequent Changes

Unlike other fleet services, David's team can't verify routes in the morning. The nature of emergency response service means that they never come to work with a set schedule. Linxup equips David to manage the demands of routes that change frequently throughout the day with accurate,

up-to-the minute tracking. "We have a fleet of about 15 vehicles," he says. "On a busy day, it's hard to remember where everyone is. Linxup helps me re-verify what I know."



Asset and Risk Management

Other department managers at Will Electronics have found Linxup to be useful for their tasks and responsibilities. For example, Linxup helps to eliminate the cost of personal use of company assets. "I know they've used Linxup for asset management to make sure that vehicles are staying in appropriate locations during non-business hours," David says. "It also helps us to make sure that drivers are taking correct routes during the day."

Another area where Linkup has been helpful is safety and risk management. Linxup monitors driving habits of each employee, including speed. "We get speeding notifications to let us know if drivers are going too fast."

"I think it does a great job of correctly identifying the position of vehicles and keeping it updated within a few seconds," David says.

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