

ssbz

SSBZ - Stadtreinigungs- und Servicebetrieb der Stadt Zeitz



The work is done! - TomTom WORK proves it

SSBZ - The city cleaning and service company from Zeitz (Germany) has been using TomTom WORK for one year to counter customer accusations that contracted work has not been completed.

Cleaning orders for streets, public parks and playgrounds

The company

The service provider for communities, companies and individuals cleans open areas, streets, public parks, sports fields and playgrounds. The company takes orders from excavation companies, property developers, building and cooperative societies, and industrial companies; however the bulk of their work comes from the municipal sector.

The 60-strong fleet consists of state-of-the-art cars, vans, trucks, road sweepers and channel vehicles. SSBZ has more than 100 regular customers including the Zeitz utility company, the Zeitz Building Society, the city of Zeitz, the city of Meuselwitz, Südzucker (sugar producing company) and Radici Chimica.

Ability to prove and process orders

The challenge

Christian Gast, Chief Operating Officer at SSBZ states: "Some of our customers complain that we have not done our work. Often they blame us, saying that our staff members haven't even appeared on site."

How is the company able to handle these accusations?

Whilst searching for a solution, which enabled the company to have proof of the work and routes of the employees and vehicles, so that SSBZ were no longer dependent on merely the driver's notes, Christian Gast came across TomTom WORK. "My own customers who were happily using TomTom WORK in their own businesses, told me about it. And it was convincing!" He looked at the system in depth, and even more benefits became apparent, such as easy and quick processing of short-term orders and reduction of administration effort.





The solution

Using TomTom WORK
since Spring 2006

In spring 2006 SSBZ decided to buy the TomTom WORK solution. They installed the units themselves quickly and without any difficulty in their company-owned garage. Currently two of the staff members in the dispatch office work with TomTom WEBFLEET. They were able to work with the online service after a short period of training with a TomTom WORK Sales Manager. „The system is self-explanatory ... it is clear and simple to use.“ Christian Gast says.

Reply quick and con-
vincing

„Part of the problem we have is that some of our customers are waiting standing behind their curtains for our machines to arrive at nine o'clock. If the men aren't there by five past nine, they call the dispatch office. With TomTom WORK we simply need to log on via the web and we can tell them exactly where the vehicle is and when it will arrive at the customer's premises. [...] Now we are using the system, we can explain the exact location of our vehicles to our customers in a convincing way – where they are and what they are doing. Furthermore, we discovered some 'extra capacity' in workload of the vehicles.“

More vehicles will
be equipped with
the TomTom WORK
system.

With the new system in place, SSBZ is able to optimise the vehicle's working times and to reduce the reaction times on short-term orders. The company is very satisfied with the solution, and is planning to equip further vehicles with TomTom WORK and to use the reports from the system to provide accurate onward billing to their customers etc.