

A&ECheltenham,
United Kingdom

A&E Fire Equipment Ltd

Fire Protection Specialist has a smooth ride with TomTom WORK

The fire protection company from Cheltenham has used TomTom WORK since September 2006. Allocation of emergency jobs, navigation and traffic problems, communication costs are no longer an issue. TomTom WORK is the right tool to optimise A&E's daily business.

Specialist for Fire
Protection

The Company

A&E Fire Equipment have been specialists in Fire Protection for over 40 years. They have a staff of 30 including 20 engineers. A&E are a customer focused professional business, that is a well established fire protection centre for the South West and the Midlands. They offer a vast range of services, products, training and specialist expertise for the fire industry. From stand alone alarms to large scale multi-panel systems, A&E has the expertise. They have decades of experience installing, testing, and maintaining fire alarm systems. A&E work with many of the leading manufacturers and either stock or source components for a wide variety of equipment. They have a 24 h alarm receiving centre, for immediate fire brigade response, 24 h engineer call out support etc. Their large variety of customers includes government authorities, schools, universities, NHS trusts, retail, business, residential and individual customers.

TomTom WORK
replaces inflexible old
solution

The Challenge

A&E was working with a tracking system previously, but not realtime and not flexible, so they used it mainly to compile private mileage figures. Prior to the TomTom WORK solution communication costs were very high, as they were mainly using mobile phones to speak to the engineers. Furthermore, processing jobs that came in during the day was complicated and time consuming. New job details were handed to the drivers in the morning, they then had to organise their routes themselves using regular maps. A&E's engineers highlighted traffic and navigation problems. In order to effectively handle emergency call outs throughout the day A&E decided to look for a new solution which will simply locate their vehicles wherever they were.

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The Solution

Using TomTom
WORK since 2006

In September 2006 A&E Fire Equipment Ltd launched a fleet of newly designed 'A&E' vans, and were one of the first UK companies to install the TomTom WORK solution.

The satellite navigation improves journey times and therefore reduces fuel costs

They are able now to allocate work more efficiently because they know where everyone is at all times and who is nearest to an unexpected job. Because of this the day is used more efficiently and the decrease in the amount of navigation problems has also helped. "The satellite navigation is excellent because it's improving journey times and therefore reducing costs - e.g. they use less fuel. More jobs can now be fitted into the day." Ed Stallard (Business Development Manager) says "Two-way communication, this has been an improvement in the handling of emergency call outs, which can be 24 h. Orders can go straight to the vehicle, and we don't have to ring everyone to see who is nearest."

Ed expects to see a reduction of phone bills. "It also cuts down the time handling a job from an administrative point of view". And because of the optimisation of route planning, fuel costs are expected to reduce significantly as well. "With TomTom WORK we are improving our customer service - we can give a more efficient response to our customers: faster, more professional, more efficient. [...]"

TomTom WEBFLEET is really easy to use. All extras, detailed mapping and live information all right at your fingertips and all surpassed our expectations."

"it's been a smooth ride"

Ed Stallard resumes: „In comparison to other new technologies we've investigated, it's been a smooth ride."