

Customer: Heinz Sperling GmbH Repair and Maintenance in Essen



The Company

Since 1970, the Essen company of Heinz Sperling GmbH has been successfully providing various types and scales of repair and maintenance service. Sperling also handles trans-regional major projects such as re-organisation and new construction. More than 40 employees with a vehicle fleet of 25 transporters ensure a fast and thorough service. Sperling's customers are mainly various housing corporations in the Essen region and private customers who become aware of this company, known for its very high quality, through recommendation.

The Assignment

Heinz Sperling GmbH was looking for a system that enables time-accurate accounting and cost controls. The new system should increase the customer-oriented flexibility and efficiency of field service staff. Furthermore, the company places great importance on increasing customer satisfaction through the exact and reliable deployment of its staff.

The Solution

After thorough market research and careful comparison with competing products, the first seven TomTom WORK equipments were installed in vehicles in mid-2005. Thanks to the Internet-based WEBFLEET, the head office is now able to locate the vehicles quickly so that spontaneous deployments were achievable more effectively.

"[...] WEBFLEET is great! It is simple and self-explanatory. The devices were really easy to install and also easy to expand. The time-accurate accounting and cost controls of the individual daily records compared with the employees' work sheets are reflected in the subsequent customer invoices. We obtain this information from the trip reports." (states Silke Sperling Junior Manager contentedly).



Vehicle fleet:
25 transporters



TomTom WORK
Fleet management



- Time-accurate accounting and cost controls
- More flexibility and spontaneity
- Increase in customer satisfaction through more accurate statements about deployment