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Larry Riedel, Operations Manager for Eagle Medical Service

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### **Challenge:**

Eagle Medical Service, a leading ambulatory service in the Memphis and Jackson areas, needed a GPS fleet tracking solution to manage its impressive growth and to monitor its vehicles to provide superior customer service.

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## **Solution Results:**

- 20 percent decrease in fuel cost
- NexTraq pays for itself three time over in first year
- Improved driver productivity
- Lower insurance costs
- Proactively manage growth of fastgrowing business

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Reduce idle time

## Fleet Size:

25 vehicles



## **About Eagle Medical Services**

Eagle Medical Service, a leading ambulatory service, has achieved tremendous growth due to the company's philosophy to its clients; making sure they are always on time and providing the best service for their patient's care. Due to the honesty and integrity of their corporate mission, they have won repeat business based on its two tenants of honesty and integrity. Eagle Medical Service has two offices in Memphis and Jackson, with plans for expansion.

# Eagle Medical Service Reduces Fuel Costs by 20 Percent with NexTraq Fleet Tracking Solution

GPS vehicle tracking solution pays for itself three times over in the first year due to reduced insurance premiums for leading ambulatory service

### **Challenge:**

Eagle Medical Service, a leading ambulatory service in the Memphis and Jackson areas, needed a GPS fleet tracking solution to manage its impressive growth and to monitor its vehicles to provide superior customer service. With two offices and 25 vehicles and growing, Larry Riedel, Operations Manager for Eagle Medical Service, said, "We started looking at GPS fleet tracking solutions so that we could keep track of our vehicles and assets and find the closest vehicle to a client so that we always provide on-time service to ensure our patients' satisfaction and comfort."

#### **Solution:**

Riedel and team researched several solutions and ultimately decided the NexTraq GPS Fleet Tracking platform was the best solution for their business. Riedel said, "Other systems and devices were manufactured overseas and were cost-prohibitive. Some solutions lacked the maintenance plan that came with our NexTraq purchase. Hidden costs with other providers' solutions led us to select the NexTraq Fleet Tracking solution due to price, ease-of-use and functionality."

## **Results:**

Since implementing the NexTraq Fleet Tracking solution, Eagle Medical Service's fuel costs have dramatically been reduced. Riedel said, "By keeping track of our vehicles, issuing speed alerts and monitoring the Idle Report, we have been able to reduce fuel costs by 20 percent."

Because Riedel could monitor his vehicles and driver behavior, Eagle Medical Service was able to switch insurance providers and received such a substantial discount, the NexTraq platform will pay for itself three times over in

the first year. Riedel adds, "After the first half of the year, we are seeing pure profit from the NexTrag solution."

Other benefits for Eagle Medical Service? Riedel says increased driver productivity through route optimization and a reduced workload for fleet dispatchers. Additionally, Riedel cites the ease-of-use as a major reason the NexTraq solution has been adopted company-wide, "It is very easy to implement and I can literally train people over the phone due to the intuitive user interface."

Riedel adds, "We have been able to maintain our tremendous growth due to the NexTraq Fleet Tracking solution. We have gone from 14 calls in a month, to more than 1,300 calls in a month, while winning repeat business because we pride ourselves on being on time for every call. Organizationally, it's our philosophy to always consider the patient first."

Eagle Medical Service has plans to implement Fleet Dispatch, an integrated dispatching solution to provide even greater two-way communication between his office and his drivers. Riedel adds, "Our drivers realize the benefits; we get them to their locations safely and quickly and get them home as soon as possible."

By providing superior customer service to patients and hospital services, Riedel sees no end to their growth. Riedel said, "We will continue to maintain our growth while focusing on our greatest asset – our people."

For more information on NexTraq, please visit: http://www.NexTraq.com/