

## Gold Coast Linen Services

“ Since implementing GPS TimeTrack™, we have reduced overtime costs by \$18,000 and increased productivity by 10%. ”

— Gerard , General Manager at Gold Coast Linen Services



### Spotlight

- ▶ Greatly enhanced the accuracy of time and job information collected from the field.
- ▶ Reduced overtime costs by more than \$18K for the year.
- ▶ Increased number of jobs completed by approximately 10%.
- ▶ Eliminated inefficient paper-based processes, saving both paper and time.

### Challenge

Until recently, Gold Coast drivers used handwritten notes to record when they began and ended each day; at what time they arrived at and departed from customer locations; and the number of linens picked up and delivered at each location. Because the information was recorded on paper and according to driver memory, Gold Coast could not be sure that payroll and job information was 100% accurate.

### Background

Gold Coast Linen Services rents linens to restaurants and country clubs between Vero Beach, Florida, and Key West. To accomplish this, Gold Coast has a fleet of trucks with drivers who start and end each day at the company's distribution plant or depot.

### Solution

Gold Coast selected Xora's phone-based GPS TimeTrack™ for Workers to automate the process by which it captures time sheet and job status information. Drivers now click "Shift Start" in GPS TimeTrack when they arrive at the plant. Xora is then able to record the load time. Each time a driver arrives at a customer location, they click "Job Start" on their phone and input the customer invoice number. GPS TimeTrack then prompts the driver to record the number of linens or hampers they are picking up or delivering. When the driver leaves, they click "Job End" in GPS TimeTrack. Upon returning to the plant at the end of the day, the driver clicks "Shift End" and also use Xora to record the time it takes to unload the truck.

Gold Coast also uses GPS TimeTrack to improve driver routing. On a monthly basis,

Gold Coast managers review maps and reports generated by GPS TimeTrack that show a "breadcrumb" trail of the routes taken by each driver. Managers then determine if new routes would improve driver efficiency.

### Results

Since implementing GPS TimeTrack, Gold Coast has reduced the number of overtime hours billed by at least two hours per driver per week, resulting in a savings to Gold Coast of more than \$18,000 in the last year. Gold Coast also has improved driver productivity with Xora. With accurate records of how long it took each driver to complete their assignments, Gold Coast has increased accountability and streamlined processes, allowing drivers to complete approximately 10% more jobs.

Gerard Gremse, General Manager at Gold Coast Linen Services says "Future plans include using GPS TimeTrack to monitor vehicle mileage and driver speed. Doing so will help us increase fuel efficiency and lower gasoline emissions – to be 'greener' – while at the same time improving driver and motorist safety."