



Union Plumbing

MEET THEIR FLEET:

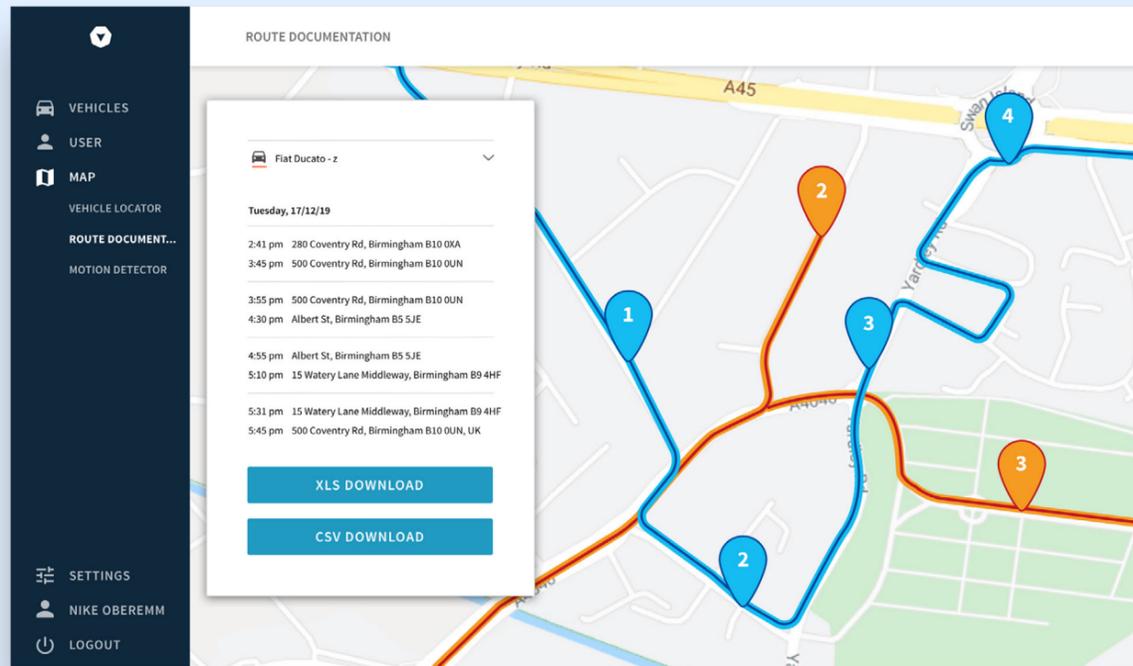
Fleet size
4-7 vehicles

Fleet type
**Mixture of cars and vans,
company cars and pool cars**

Interview with fleet representative
**Hanna Wise,
Company Administrator**

Union Plumbing is a gas and engineering firm dedicated to delivering a high quality, high value for money service to customers all over West Yorkshire.

They have several engineering teams on the road at once, serving various clients. Union Plumbing needs a fleet that runs smoothly so clients receive that promised service from engineers, in a timely manner.



Vimcar solutions to real problems Boosting Customer Service

*“Reputation is really important to us,
and Fleet Geo really helps. Now, when we knock
and nobody is home, we can prove to the customer
that we were actually there.”*

How can Route History help your business?

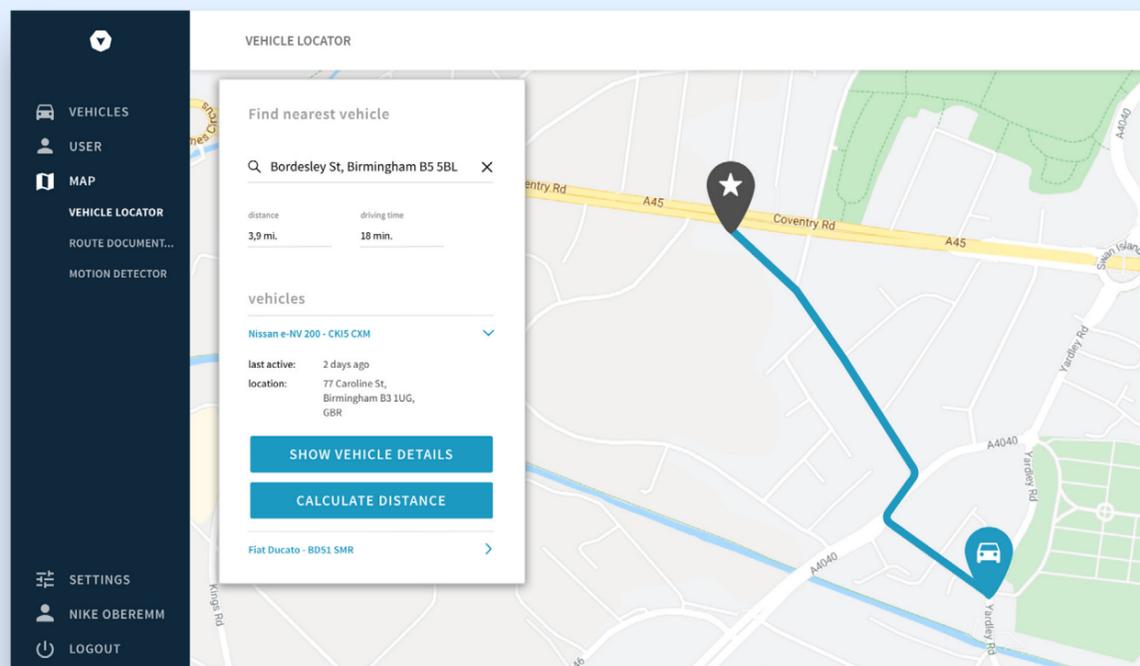
[Find out more →](#)

Delivering a friendly and professional service is key to what Union Plumbing does (especially when appointments are often at customers' homes). Giving customers **exact ETAs** with Fleet Geo is therefore essential — there is now no unnecessary waiting.

And when a driver shows up and the customer is not there? Fleet Geo's Route History can give customers **proof of that arrival.**



**“Good quality
devices and software.”**



Vimcar solutions to real problems Maintaining Fleet Safety

“We want our engineers to be happy. One reason we got Fleet Geo was for the engineers’ security. A lot of them are working by themselves and I can monitor them, for their safety.”

How can Live Tracking help your business?

[Find out more →](#)

Beyond building customer success, Hanna’s role requires **looking out for employees** too. With Live Tracking she can see if an engineer is at the customer’s house for too long and can call the driver to make sure everything is OK.

Likewise, if an engineer’s **vehicle breaks down**, she can call the mechanic and let them know exactly where the vehicle is.



“It is easy and simple to do. If you aren’t tech savvy — don’t worry! This should help the older companies to enter the 21st century.”

Find out how Vimcar can be tailored to help your business as well.

[Get free advice →](#)