



CASE STUDY

EASTSIDE SITE MANAGEMENT SOLUTIONS

How WHG'S tracking and fleet management software helped Eastside SMS to manage their vehicles to support their team and growth from 1 to 10 trucks.

WHG.

The Story of Eastside SMS.

Eastside Site Management Solutions is a site cleaning specialist business operating from the Inner Eastern Melbourne suburbs through to Gippsland.

The owner, Jim Callewaert, began operating in the 1980's with one truck and bobcat and has grown his business to a team of 20 people, 10 trucks, and a fleet of assets operating over \$3 million worth of equipment. They have long term relationships with many of Victoria's largest builders and currently manage hundreds of sites throughout Melbourne.

Securing assets in a growing business

As Jim's business grew, so did his challenges of securing his vehicles and managing their movement.

"Originally I was looking for a tracking system because the type of equipment we have is a hot commodity and gets stolen quite regularly. We have 10 bobcats or skid steer loaders so I wanted something that would keep the equipment safe - which was the first line that I wanted."

"I used to keep the vehicles at home. As the business grew, and we added more vehicles I wasn't able to keep them at my own place. So I had a security issue once they were off my property. I was very worried about them being stolen."

WHG set up a geofence around Jim's yard that allows a business to configure go and no go areas through the geofencing functionality. Notification alerts are sent via email, text message and on screen in the portal as well as push notifications on the app.

"When the trucks leave I have a text message sent to my phone and I can then have them monitored. When Dylan, the WHG Operations Manager, told me we could do that, it got me straightaway."

"So if at 2am, someone steals one of the vehicles and drives out the yard I'm gonna know straight away and I can go online and start tracking the vehicle. As soon as I knew they could do that, I was sold on buying WHG's Gridtraq."

“ You can have a text message sent to your phone as soon as a truck has left the yard. And that's what got me straight away. ”

- Jim Callaweaert,
Eastside Site Management Solutions

Jim custom built his waste trailers to be able to both transport a bobcat, as well as maximise the load space for transporting the waste from multiple building sites.

"We work in a pretty small industry and our rigs are quite special - they're very unique. People ask about the trucks all the time and I make sure the boys tell them they are GPS tracked," Jim jokes. "Which is a good thing. It makes sure nobody goes near the trucks."

Better communication for a growing business.

Communication is a challenge all businesses face when adding more people to a team.

WHG's Gridtraq has given Jim's team the data they need, in knowing where their vehicles are at all times enabling their teams to communicate and manage sites better.

"As time has gone on the office team now use WHG's Gridtraq to find out where the vehicles are and track them. They use it to let the supervisors know where the guys are without having to try ring them."

"Sometimes we might have a supervisor waiting on site for one of the guys to arrive and the office will jump on WHG's Gridtraq and are able to give the super an ETA. It's become a very useful tool throughout the business as we learn more about all the features that WHG's Gridtraq has."

Managing vehicle use in a growing business.

"As you hand over the keys to your vehicles you're placing a lot of trust in your staff to take the same level of care that you would." For Jim, WHG's Gridtraq has helped him to ensure his vehicles are being driven properly.

"We also use WHG's Gridtraq to monitor the guys. It's set up to show if they've been driving the trucks safely or doing any harsh braking or accelerating. It helps us to keep them and the vehicles safe."

Growing together over the years.

The relationship between Eastside SMS and WHG started in 2012, when Jim was concerned about securing and tracking one vehicle. As his business has grown, so has his reliance on WHG's Gridtraq, to provide him with tracking and monitoring data to manage his business well. He now uses WHG's Gridtraq across all 10 of his vehicles.

"From what I can see, WHG's Gridtraq does everything and more that I need it to do for my business. There's nothing it doesn't do. Sms alerts to your phone as soon as it leaves the Geofence is a key feature for me. It works fantastically! "

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“Dylan and the WHG team are always accessible if you need them. There’s always someone to chat to. It’s been a great relationship.”

The Solution

Eastside SMS has implemented the WHG Solution; Gridtraq Executive Vehicle Tracking & Fleet Management. The technology delivers leading results in vehicle monitoring and security (early theft warning), real-time monitoring, ignition status, driver and vehicle safety reports and monitoring as well as 24/7 GPS tracking.

Speak to our team about the challenges you're facing in your business. We'll find a solution that's right for you.

Call 1800 474 387 or email sales@whgsolutions.team

