

Client Service Stories

Below are a range of special services we've been able to provide our clients recently.

Accident Investigation

One of our client's vehicles was involved in a serious accident where the vehicle was written off. The driver was at-fault, and the post accident report involved a forensic review of driving & vehicle data at the time of the accident.



The Insurance Company and the Police were involved in the accident review, to everyone's satisfaction.

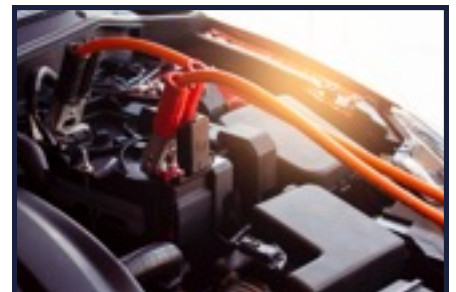
A further review was performed on the driver's recent behaviour, and given his clean record in the prior 30 days, the driver's employment was retained.

Result: Happy driver & happy client!

Lost Vehicle

A client reported the apparent loss of a vehicle to our Customer Service team. Our team were able to review the vehicle's movement records, and traced the vehicle to Mackay airport, where the vehicle was parked... with its battery flat.

Result: Vehicle located...battery charged...vehicle back in business!



Lost Contact with Driver



A client reported the failure of a driver to report in to base for an extended period of time. Even though the vehicle was out of 4G Range, our Customer Service team was able to poll the vehicle via satellite to find the location of the driver, that he was still mobile, and report back to base that all was ok within 5 minutes.

Result: Mystery solved...driver back in touch!