



# Minorplanet Truss Loft Case Study

## Truss Loft Conversions Ltd

Offering premium customer service is often the top priority for many businesses, particularly those offering services to homeowners. Minorplanet Systems has been advising a growing number of business owners on ways they can improve the efficiency of their remote based work force, using Vehicle Management Information Systems (VMI™).

Following its recent growth, Truss Loft, is now the only national company who specialise in a system for replacing the wooden roof trusses, which support the roofs of most modern house, to create tailored loft conversion services for residential properties.

Based in Ripon, North Yorkshire, the company has over 50 self supervised tradesmen on the road daily.

**“the company is now on track to make an annual saving of up to £100k due to accurate reporting of timesheets, reduced unnecessary overtime, more efficient route planning and reduced fuel usage”**

**Terry Banham**

Terry Banham, Managing Director of Truss Loft comments: “We pride ourselves on offering exceptional customer care and our recent growth is testament to this. Any business owner operating a fleet of any size understands the importance of having

an efficient ‘on the road’ workforce, where vehicles and employee’s time is managed effectively. If this aspect of your business isn’t on the mark, the impact on the levels of customer satisfaction can be huge. To ensure we could maintain our high levels of customer care, we approached Minorplanet Systems who advised us on the benefits of increasing driver visibility in real time, via a VMI™ system.”

VMI™ is an increasingly valuable tool for any company whose business largely rests on offering unbeatable customer service. The VMI™ system now means that Truss Loft can provide up-to-date customer reports of a tradesman’s estimated time of arrival.

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VMI™ allows Truss Loft's tradesmen to get on with the job in hand, rather than having to ring in to HQ with updates on their location or progress on a job.

Terry continues, "The system is now installed in many of our vehicles and as a result the company is now on track to make an annual saving of up to £100k due to accurate reporting of timesheets, reduced unnecessary overtime, more efficient route planning and reduced fuel usage."

VMI™ has proved very beneficial for Truss Loft, who benefit from increasing the efficiency of purchasing materials. Running out of materials half way through a job results in the tradesman having to purchase the products from a builders merchant, which means a longer period spent on a job, with higher wage bills and fuel usage. The reporting function of the VMI™ system ensures that Truss Loft are able to check the frequency and time spent on trips to purchase materials and provide a range of products at company HQ to stock the vans before they leave the depot.