MOBILE SOLUTIONS
Reducing Damage Costs

How Tejas Equipment Rentals Reduced Damage Costs by 10%

"This will forever change the burden of proof on customer damage claims."

- Peter Casas
VP of Operations
Tejas Equipment Rentals

Tejas Equipment Rentals

Tejas Equipment Rentals is an equipment rental company in South and Central Texas. They have been renting equipment to large construction companies and do-it-yourself projects since 1975.

Executive Summary

Tejas Equipment Rentals uses Wynne's Mobile Solutions for their branches to combat growing losses due to customer damages on their equipment. Tejas Equipment Rentals documents equipment condition at check-in and check-out by taking geo and time-stamped photos, then centrally storing them in RentalMan. Any disputes on who or when the equipment is damaged is quickly resolved by reviewing the equipment condition at those critical times. Tejas Equipment Rentals has seen a 10% improvement in customer damage recovery in the first 6 months of deployment.

Challenges

Tejas Equipment Rentals has experienced a growing number of damage equipment claims year over year, with a large spike in damages in 2014. They have 6 locations which makes documenting and cataloging equipment condition centrally challenging. There was no streamlined process in place to ensure that every piece of equipment that left the yard was photographed and compared with the incoming condition. They needed an easy solution to document equipment condition.

Solution

Tejas Equipment Rentals added Wynne Mobile Solutions to their RentalMan suite to document equipment condition efficiently and easily on their mobile devices. The mobile app provides solutions for the sales, operations and logistics departments and extends RentalMan functionality to the field.

Wynne Mobile Solutions suite lets yard personnel take geo and time stamped photos of rental equipment at check-out and check-in on their mobile device. The photos can be accessed in RentalMan Intra Portal, where they can reviewed at a later date. When the equipment gets checked back in, Operations takes another set of photographs and compares the condition of the equipment. These photos serve as documentation of equipment condition and can be invaluable to resolving disputes over when the damage occurred. Photos are centrally stored which makes them easy to retrieve and can be emailed to the customer at any time.

Wynne Mobile Solutions also features a sales module that lets rental sales personnel quickly check equipment availability for rent in any location. They can then see rates and customer historical sales information as well. This access to real time information improves operational efficiency.

The Mobile Solutions suite also features a logistics module that integrates with RentalMan's Truck Dispatch module. Driving directions and expected arrival or pickup time can be displayed on the driver's mobile device. Drivers can improve customer satisfaction by emailing out a more precise ETA to their customers. They can also collect signatures upon delivery and capture photos of the equipment at drop off or pickup.

Results

Tejas Equipment Rentals has recouped the annual cost of the mobile solution licenses already in the first 6 months of deployment. To date, they have increased their damage recovery percent by 10% over last year for a ROI of 165%. Tejas Equipment Rentals will continue to expand their use of the mobile suite and will push for full adoption in all departments within their business. They will begin deploying additional mobile functionality in the coming year to make their operations more efficient and increase customer satisfaction.

About Wynne Systems

Wynne Systems is a global software company producing rental equipment software and tools for a variety of sectors. Established in 1989, Wynne recognized the need for a truly complete enterprise resource planning solution, and committed itself to developing software that would meet the rapidly evolving and growing needs of the equipment industry. Today, Wynne is now in 37 countries, serving over 3,500 locations.

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