

Royal Services LLC and Pedigree Technologies

Revolutionizing Operations through a Seamless Partnership

BACKGROUND & CHALLENGES

Jason Hill, Director of Operations with Royal Services, LLC, oversees day-to-day operations across multiple divisions, ensuring each department functions seamlessly. Royal Services, a multi-department company focusing on oil & gas, production blowback, well testing, oil field equipment rental, and trucking services, faced significant operational inefficiencies. Initially reliant on spreadsheets, whiteboards, and text messages, they struggled with equipment tracking and billing processes.

Remote locations, often 45 minutes to 3 hours from the home office, exacerbated the challenge of tracking rented equipment. Frequent issues included misplaced generators and/or forklifts, leading to lost time, rental income, and fuel costs. Royal Services needed a solution to streamline their processes and provide real-time equipment visibility.

THE PEDIGREE TECHNOLOGIES SOLUTION

Hill recounts the transformative impact of Pedigree Technologies: "There isn't one aspect of our company that doesn't flow through Pedigree's OneView solution at one point or another." Pedigree's telematics devices, dispatch system, and custom forms have been instrumental in Royal Services' operational overhaul.

Initially hesitant, Royal Services was convinced by a sales team members' honest and transparent demonstration of Pedigree's capabilities. "He called me out saying you're not operating to your full potential here and we can be a solution for you," Jason recalls. The custom forms replaced spreadsheets, word documents, and basic PDF forms, significantly improving their billing process and field service order management.

AT A GLANCE

Challenges

- Difficulty tracking rental equipment in remote areas
- Inadequate tracking of hours of service
- Poor customer support from their previous ELD provider

Benefits

- Enhanced Equipment Tracking
- Improved Compliance and Reporting
- Efficient Dispatch and Operations
- Asset Recovery
- Exceptional Customer Support



CUSTOMER SUCCESS

Royal Services LLC and Pedigree Technologies

IMPLEMENTATION & IMMEDIATE BENEFITS

Upon integrating Pedigree's solution, Royal Services experienced immediate benefits. Telematics devices provided real-time tracking, alleviating the frustration of misplaced equipment. "We are getting a quick return on knowing where our equipment is," Hill notes. This capability was crucial in their rural settings, reducing the need for time-consuming and costly manual searches.

Pedigree's ELDs proved superior to their previous provider's. They enhanced trucking compliance, allowing Hill and his team to monitor hours of service and generate essential reports. "The reports send daily; they don't have to do it manually, it is emailed to me and the trucking lead," Hill explains. The dispatch portion streamlined operations, efficiently handling diverse tasks from trash trailer services to fueling equipment.

EXEMPLARY CUSTOMER SUPPORT

Jason emphasizes the exceptional customer support provided by Pedigree Technologies. Unlike their previous provider, where customer support was non-existent, Pedigree's support team is always accessible. "The sales person onsite asked me to pull out my phone and to call Pedigree's support line, and in two rings, we were on with a live person," Hill recalls. This reliability and professionalism have been pivotal in maintaining smooth operations.

GROWTH & EXPANSION

The partnership with Pedigree Technologies catalyzed significant growth for Royal Services. From a company with 12 W2 employees and numerous contractors, they expanded to 52 W2 employees and 57 contractors. "We went from being a company under 20 to a company over 100 just within a couple of years of being with you guys," Hill shares.



"When I make that phone call to Pedigree support, I know I have a team of professionals that are there to back me.

The follow up is phenomenal from the team. It's refreshing because there are so many other aspects that I deal with daily, that you're dreading those phone calls, but not with Pedigree."

Jason Hill

Royal Services LLC

CUSTOMER SUCCESS

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NOTABLE RESULTS & SUCCESS STORIES

Pedigree's system has delivered substantial returns, notably in asset recovery. Within the first year, Royal Services recouped over \$40,000 in recoverable assets. Custom geofencing alerts enabled timely interventions, leading to the retrieval of stolen trailers and other equipment. One notable incident involved a \$10,000 trailer recovered the same day it was reported missing, highlighting the system's efficacy.

The compliance aspect of Pedigree's solution has also been crucial. By monitoring driver scorecards and investigating claims, Royal Services has protected its reputation and ensured operational integrity. Insurance benefits, such as premium discounts and rebates, further underscore the value of their telematics system.

A THRIVING PARTNERSHIP

"Pedigree is like having a 24/7 admin," Hill remarks, emphasizing the system's comprehensive utility in tracking personnel, assets, and fuel consumption. The continuous updates and proactive problem-solving by Pedigree's team have fostered a strong partnership. "Being with you guys for the last few years has helped us grow quite a bit," Hill affirms.

Royal Services' journey with Pedigree Technologies exemplifies the transformative power of innovative solutions crafted to specific operational needs. The custom forms, real-time tracking, and exceptional support have not only streamlined their processes but also fueled significant growth and efficiency.

Royal Services continues to thrive, confident in the robust and responsive partnership with Pedigree Technologies.

WHY PEDIGREE?



Custom Forms



Real-Time Tracking



Local / Live US-based
Customer Support