



#### CUSTOMER SUCCESS STORY

# Arrow Pest Control Reduces Safety Violations by 90% with Nauto

#### WHAT THEY DO

For over 60 years, Arrow Termite & Pest Control has been providing exemplary pest control service to clients in Louisiana, Mississippi, Texas, and Florida, and now averages 15-20 home visits per vehicle year round.

#### WHAT THEY'RE SAYING

“Nauto is an asset to fleets. Nauto keeps your employees safe with In-Vehicle Alerts, streamlines claims, and has helped exonerate drivers.”



Jewel Dunn  
Safety & Fleet Manager



#### CHALLENGES

##### Keep drivers safe and accountable while on the road

Before using Nauto, distracted driving was an issue. Arrow was receiving frequent customer complaints claiming that drivers were using their phone while driving and exhibiting other unsafe behaviors.

In addition, Arrow did not have a reliable technology solution to properly verify that drivers were where they were supposed to be or that the service visit was completed.

##### Prevent wrongful claims and avoid higher insurance rates

Arrow frequently found themselves as a target of wrongful claims due to their high visibility within the community. With no way to verify such claims, Arrow had no choice but to take customers at their word and pay damages imposed upon them.

#### RESULTS



##### Exonerated of 10 wrongful claims in the first 12 months

Arrow has been able to use Nauto's Claims Management to provide evidence that exonerated them from ten incidents in the first year. Furthermore, they were able to prove fault and receive payment from the at-fault party in each of these incidents.



##### Improved safety compliance by 90%

With Nauto installed in a majority of the fleet, and more installations being scheduled, Arrow has seen a significant improvement in safety compliance. Behaviors such as having others in the car, using cellphones, smoking in the vehicle, improper storage of chemicals, and non-compliance with state traffic laws has seen a dramatic reduction.



##### Created a driver incentive program to reward safe driving

Arrow now shares Nauto's VERA Score® with its drivers monthly to provide coaching and incentives for continued compliance. Drivers who receive a score of 85 or higher get a monthly monetary bonus.