

# Dutch Bros Coffee Relies on NAVCO's Remote Admin Services to Reduce Truck Rolls and Costs

## CHALLENGE

### Onsite Service Calls Driving up Costs

Dutch Bros Coffee was founded by two brothers in 1992 as a pushcart selling coffee in Grants Pass, OR. Today, Dutch Bros Coffee is a high-growth operator and franchisor of drive-through shops that offer cold and hot beverages at 641 locations in 14 states.

Dutch Bros Coffee first reached out to NAVCO in 2016 for assistance in securing their locations, employees, and valued customers. Frustrated with the time, expense, and disruption of trouble-shooting issues with their existing security systems, the company turned to NAVCO's Remote Administration Services (RAS).

"Before we found NAVCO, we were having to rely on field technicians and trucks rolls to determine what the problem was and then fix it, which often took multiple trips, was disruptive and costly," says Jason Schmidt, Safety Coordinator at Dutch Bros Coffee.

They aren't alone in feeling the pain. Technician dispatches, also referred to as truck rolls, can be invasive when a business is open and operating and have a greater cost associated with technician time onsite to repair the issue. In fact, companies that frequently use field technicians consider 25% of truck rolls to be a non-value-added activity they would prefer to avoid.<sup>1</sup> In addition to labor costs, trucks rolls incur added expenses for insurance, fleet-related maintenance and fuel expenses.<sup>2</sup> Those costs add up.

With security system uptime and availability being top priorities for businesses like Dutch Bros Coffee, companies often dispatch field technicians at the first sign of a potential problem. Around 40% of reported security system downtime is attributed to equipment failure and hardware issues that could be resolved remotely with the availability of cloud-based solutions.<sup>3</sup>

In some instances, field technicians who come onsite end up finding that the device just needed a software update and fixing the issue in five minutes—an unnecessary use of time and resources. In other instances, for whatever reason—missing parts, or repair equipment—the field technician has to come back again later to completely resolve the issue. In fact, a report from the Aberdeen Group estimates that 25% of all service calls require at least one follow-up to achieve resolution.<sup>4</sup> Frustrating, to say the least.

**"It does benefit our business to be able to solve many problems remotely for minimal costs and increased uptime, versus the higher cost of sending out a technician."**

— Jason Schmidt



**SOLUTION**

### Reducing Truck Rolls with Remote Administration

Like many businesses, Dutch Bros Coffee was looking for a way to reduce the cost and drain on resources of truck rolls and field technicians and increase safety. NAVCO’s Remote Administration Services (RAS) provided the company with the ideal solution.

“Now we’re able to remotely solve many issues without needing a technician to set foot onsite. Our percentage of truck rolls has gone down drastically, which has helped reduce costs.”

Prior to working with NAVCO, Dutch Bros Coffee also had to rely on their onsite teams to identify problems with their security systems and equipment malfunctions, in order to call in a technician to address it. As a result, issues were sometimes left unnoticed or unaddressed for extended periods leaving the customer open to losses and liability issues.

“Before we brought NAVCO in, we were also dealing with our camera systems going down and becoming disconnected due to system network issues or needed camera updates,” adds Jason. “This was leaving our stores and people open to risk, and leaving us with no way to monitor or see what was happening at our locations when we need to.”



**“We’ve found that since using NAVCO to remotely monitor, manage and keep our security systems up and running, we’ve saved significant time and money.”**

– Jason Schmidt

**RESULTS**

### NAVCO Remote Administration Services Saves Time and Money

With NAVCO remotely managing and administering their security systems, Dutch Bros Coffee has seen an increased uptime in camera operation. “With NAVCO’s RAS, they’re able to take care of most of the camera updates remotely to ensure we maintain network connection and the cameras continue to operate as they should,” says Jason.

Jason additionally appreciates NAVCO’s response and resolution rates. “It’s been great,” he says. “Communication is always easy, and I always get a fast reply.”

ACTUAL Q1 REPORT FOR AN EXISTING NAVCO CUSTOMER							
MONTH	TOTAL ALERTS	RAS REMOTELY RESOLVED	TECHNICIAN DISPATCHED	RAS % REMOTELY RESOLVED	RAS MANAGED SERVICES INVOICED	TOTAL SERVICE INVOICED	ESTIMATED SAVINGS VS. 100% DISPATCH
OCT 21	52	33	19	63.46%	\$1,817.77	\$10,309.60	\$12,534.23
NOV 21	65	42	23	64.62%	\$2,320.00	\$13,006.60	\$15,620.00
DEC 21	48	32	16	66.67%	\$1,746.12	\$7,965.75	\$11,501.88
<b>TOTAL SAVING PER QUARTER ▶</b>							<b>\$39,656.11</b>

- <https://techsee.me/blog/reduce-truck-rolls/>
- <https://techsee.me/blog/how-visual-engagement-reduces-fuel-cost-in-field-service/>
- <https://www.networkcomputing.com/networking/high-price-it-downtime>
- <https://www.asentria.com/wordpress/wp-content/uploads/2019/09/aberdeen-group-report-repairing-field-efficiency.pdf>