



CASE STUDY

A+ Tree Services



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Headquartered in Raleigh, NC, A+ Tree Services has been meeting the tree needs of customers since 1996. They handle both residential and commercial tree related projects, and are always quick to find a solution specifically tailored to the customer.

Even though they are located in Raleigh, they service what they call “the triangle”, which includes Raleigh, Cary, Durham, Wake Forest, apex, and Chapel Hill North Carolina. They have done extensive work with municipalities in the region as well as the universities that surround their service area.



Additionally, they are able to handle any emergencies, as they have volunteered their services to multiple natural disaster relief projects. Fully insured, A+ Tree Services prides itself not only in its work, but its customer service.

The Problem

A+ Tree Services has had a reputation of being among the best in their industry. They always went the extra mile to make sure that both their customers and employees were satisfied. To accomplish this, A+ needed round the clock supervision to ensure that employees were doing what they were supposed to be doing, and maintaining safety protocols at the same time.

The three main problems that A+ needed solving were liability, safety, and peace of mind. To solve these problems, they searched for camera based systems that would satisfy their needs. They eventually decided to use ArgoTrak as their camera system.

Search for a Solution

They knew that ArgoTrak would allow them to monitor job sites and workers. This helped ensure that jobs were completed properly, employees were working both safely and in tandem with OSHA policies, and that alerts would notify the crew when needed.

The Solution



A+ Tree had been using ArgoTrak for a while before they found that they wanted to expand the solutions that their camera service could provide. They relied on the customer service of ArgoTrak to help them find additional solutions to new problems.

A+ wanted to expand their camera systems by putting them in every company vehicle and attach them to as many pieces of equipment that they could. They found that ArgoTrak was the only solution that would allow a simple expansion of this integration, so again they trusted ArgoTrak to handle their expanded camera solution.

It wasn't just because of the existing relationship that A+ chose ArgoTrak to help. They learned that only ArgoTrak gave them access to the most angles with their camera system. Also, ArgoTrak allowed them to view footage for a short time after a vehicle or piece of equipment was stopped.

Results and Benefits

The one thing that ArgoTrak does best is to give their customers peace of mind and confidence that the truth will come out during an accident.

Peace-of-Mind

+

Safety

A great example of this happened recently to A+, as one of their truck and trailer teams were in an accident. A Minivan was out of control in the land next to the truck and trailer, and ended up clipping the back of the trailer, causing plenty of damage to the minivan. After the accident, the Minivan driver tried to blame the A+ employee and threatened to sue. Because they had ArgoTrak's camera system installed, they were able to promptly access the video in question and provide it to the police, exonerating both the driver and A+ from any fault in the accident. Having that sort of peace of mind is priceless.

Having the cameras seems to have boosted productivity, safety, and other aspects of work on jobsites. Management is able to learn from mistakes caught on video, and train employees better so that they don't happen in the future. Now, both management and employees have more confidence to do their jobs because they know that the camera system will show the truth if anyone tries to claim falsehoods.

But again, most of all, the ability for the company to have peace of mind, even if there aren't supervisors with boots on the ground at job sites, is unmatched.

