

Jenco Electrical gets back on track with Argus

When Jenco Electrical was hacked and all their data held to ransom, Jeff Cook refused to pay on principle. It was those same decent principles that had seen him use Argus Tracking; principles that have saved them thousands.



The reason Jeff Cook, Owner of Jenco Electrical brought on Argus Tracking's GPS services was to provide clear transparency around the work his team did throughout the Auckland region.

According to Cook, "Our guys are there to do a job and time is a fair portion of the cost. Time sheets aren't perfectly kept, we all forget things. By using Argus Tracking, we're able to verify time on site and that means our customers have confidence in our costs".

But for Jenco Electrical, Argus Tracking has delivered much more than just "keeping us honest" which was the original goal. Says Cook, "We all make mistakes; the other day one of our guys forgot to record the order number. By accessing the GPS tracking we could work out which guy, which wholesaler and what time they picked the order up. Then it was easy to trace the order number. Without that information we would have been out of pocket".

There's no doubt Cook is a fan of Argus Tracking. An unexpected benefit was being able to recover their information when Jenco Electrical was hacked, their data encrypted and their information held to ransom by the hackers. Says Cook, "I'd heard about it happening in the papers but it was a real shock when it happened to us. I refused to pay. We had backups but we didn't have all the data from the last month. I was prepared to take the hit on principle but we didn't have to, thanks to Argus".

He continues, "Using the information from Argus Tracking I could retrace all the guys' steps from the previous month; where they worked, where they picked up orders and effectively get all the information we needed to re-enter the work.

We'd already paid out for equipment and the guys had done the time. The detailed GPS reports from Argus meant we could bill as normal - a great result."



It really helped us out when we could have been hurting".

JEFF COOK - Director

Argus Tracking's GPS solutions have more than paid for themselves. Says Cook, "We originally thought we were keeping an eye on our assets, the guys and the vans to keep everything above board. It turns out we made an even better investment than we thought. Yep, it keeps us honest and we can track a van if it's stolen. But that detailed information, that's gold.



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