

Case Study

Quality Home Products of Texas, Houston, TX

Number of Power Telematics Monitors: 2,500+

Delivering Dependable Power & Proactive Service with Power Telematics



This Houston-based generator service company specializes exclusively in residential generators, focusing on systems 15kW and under. Their no-nonsense, results-driven approach has earned them a strong reputation among homeowners looking for reliable power solutions.

CHALLENGE

With increasing power grid instability in the Houston area, demand for both generator installations and ongoing service has surged. Customers are seeking more reliable, responsive support, and the company needed a better way to monitor and manage its growing fleet of generators.

SOLUTION

Having previously used Power Telematics for fleet monitoring, the team chose to expand their use of the platform for generator monitoring. The transition was seamless, and the benefits were immediate.

A SMARTER WAY TO SERVE CUSTOMERS

- **Proactive Service Through Real-Time Alerts:**

Monitoring is now the frontline tool for their service team. Real-time alerts flag issues as they arise, helping technicians prioritize and respond quickly.

- **Improved Customer Satisfaction:**

Customers who benefit from monitoring report significantly better experiences. By including monitoring with every new generator sale, the company ensures consistent service quality and peace of mind for homeowners.

- **Reliable Issue Detection:**

"The monitoring is spot on," says the James Gilbert. From service notifications to outage alerts, the system provides critical oversight exactly when it's needed most.

"Power Telematics monitoring gives us a huge benefit to have oversight on the generators we service."

- James Gilbert, Remote Monitoring Specialist