

Case Study

Lonestar Fleet Specialists, Alvin Texas

Number of Power Telematics Monitors: 20+

Expanding Generator Monitoring Services with Power Telematics



This generator sales and service provider specializes in supporting municipalities and critical infrastructure facilities, including water treatment plants, wastewater treatment plants, and lift stations. Their reputation has been built on attention to detail, discipline, and a commitment to doing the job right with the proper resources.

CHALLENGE

The journey into generator monitoring began with a simple customer request. A customer asked if they offered generator monitoring services, and they started doing research so they could provide them with a great solution. As they evaluated monitoring providers, they quickly realized that not all platforms offered the same level of functionality, support, and ease of use.

SOLUTION

After researching multiple monitoring providers, Lonestar Fleet Specialists chose Power Telematics. "Choosing Power Telematics is what we consider winning the lottery. There are a lot of monitoring companies out there, but to our knowledge, none quite like Power Telematics." They primarily utilize the Power Telematics alert system and monitoring portal to oversee generator health and status across their customer base.

DELIVERING GREATER VALUE TO CUSTOMERS

- **Continuous Visibility and Greater Customer Confidence:**
For facilities that depend on reliable backup power, constant awareness of generator condition is invaluable. The ability to receive alerts and identify developing issues before they become major failures has helped both the dealer and their customers gain confidence in their backup power systems.
- **A Better Monitoring Experience:**
The feedback has been extremely positive. We went out on a limb recommending Power Telematics, and that has been a shining moment for us.
- **Monitoring That Prevents Problems Before They Start:**
As the company continues to grow its generator sales, service, and monitoring offerings, Power Telematics remains a key partner in helping them deliver reliable, proactive support to customers who depend on backup power every day.

"We couldn't be happier with the customer service and knowledge that has contributed to our success in providing world class monitoring services to our customers!"

- Ignacio G. Martinez Jr, President