The future of fleet management is here, *and it rocks*

FLEETROCK

IMPROVED DETAIL, CYCLE TIME, AND LOWER OVERALL COST

EVANS CASE STUDY

CASE STUDY

The Evans Network of Companies, with headquarters in Schuylkill Haven, PA, was looking for a new and improved Breakdown Management process and 24/7 support. Creating a great customer experience for their drivers, while maintaining data and cost integrity were critically important in their decision-making.

The EVANS

Founded in 1939 in Pottsville, PA, the company has grown into one of the largest Intermodal Drayage provider in the United States. As of today, their expanded operations include Truckload, Flatbed, LTL/Final Mile, and transportation/Logistics service. As the market evolves so does Evans. In choosing Fleetrock, the company identified a partner that had a best-in-class platform for visibility and execution.

KEY OBJECTIVES

1 *Provide best-in-class service for their customers during breakdown events.*

OUTCOME WITH FLEETROCK

★★★★★
4.98/5 Stars

33% OF REPAIRS REVIEWED BY DRIVERS

'A 20 (out of 5 stars)! You were wonderful and on point with your service!'
— Driver Jeremy

2 *Improve repair detail and coding for billing and analysis*

⬇ **CYCLE TIME**

'The detail is INSANELY better'.

3 *Leverage Preferred Price Structure and Data Analysis*

⬇ **OVERALL COST**

'Fleetrock does a great job operating within our parameters.'

1. CUSTOMER EXPERIENCE IS KEY FOR OUR DRIVERS

You have a great team at Fleetrock! The staff is very good and they are friendly to the drivers. They are trying to do the right thing and will reach out to me when it makes sense.

2. REPAIR DETAIL IS IMPORTANT TO THE PROCESS AND FOR BILLING.

Fleetrock captures all the important detail — who, what, how, pictures, attachments, etc. The detail is insanely better! From start to finish, including the invoicing process, has been great.

3. CONTROLLING AND REDUCING COST IS A KEY FOR SUCCESS.

Evans has found tremendous cost savings as the Fleetrock team consistently leverages their national account pricing and executes to their standard operating procedures. Evans can now also see all of their key performance indicators (KPI's) using dashboards and leverage the Fleetrock analytics platform for more dynamic analysis. 'it's very easy to see trends and detail related to spend, cycle time, and other KPI's.'

"Fleetrock has 'IT'! They check all the boxes!"
–Vice-President