

REDUCED ADMINISTRATION, WARRANTY RECLAMATION, AND INCREASED REPAIR QUALITY

PAUL TRANSPORTATION CASE STUDY

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Paul Transportation, located in Tulsa, OK, needed maintenance and asset management software to gain visibility into key fleet and technician performance metrics, and reduce operating cost by assisting with warranty tracking and recovery.



Paul Transportation is a premiere truckload carrier that began operations in 2003. They experienced exponential growth and expanded by adding five satellite offices servicing flatbed, over dimensional, dry van, rail/intermodal and refrigerated accounts. To support such growth, Paul Transportation knew they needed best in class software to drive technician efficiency and uncover avenues of analytics and reporting that weren't available before. Paul Transportation chose Fleetrock due to its ease of use and ability to provide insight into all facets of their 800+ asset fleet.

KEY OBJECTIVES

1 Reduce administration – improve technician process and manager efficiency

2 Improve process to track and claim warranty

Fleetrock takes a lot of the guesswork and potential error out of the equation because it is tracking things automatically.

3 Create better visibility to fleet data for repair quality improvement and life cycle optimization

OUTCOME WITH FLEETROCK

↓ 50% REDUCTION IN ADMINISTRATIVE TIME

100% ROI IN WARRANTY SAVINGS

↑ 50% IMPROVEMENT IN REPAIR QUALITY

The analytics tool in Fleetrock is a necessity. You have to have this kind of tool at your disposal if you are really going to make a difference in your program.

1. WHEN RICHARD BEGAN IN HIS ROLE WITH PAUL TRANSPORTATION, HE KNEW HE NEEDED SOFTWARE THAT WAS DESIGNED WITH FLEET MAINTENANCE AND MANAGEMENT IN MIND

His technicians and supervisors were spending a lot of time doing repetitive work and he needed a way for them to be more effective and efficient. Since deploying Fleetrock, his management team leverages the technology in a way that frees up their time to be more strategic. They have implemented the use of iPads in the shops which has dramatically streamlined the repair process including inventory management. Their technicians no longer have to leave the equipment to write up service tickets, browse inventory, or take pictures of the issue. Richard stated, "It takes a ton of time out of the equation!"

2. PRIOR TO FLEETROCK, PAUL TRANSPORTATION RELIED SOLELY ON SPREADSHEETS AND COMMON KNOWLEDGE WHEN TRYING TO CAPTURE WARRANTY.

As you can imagine, there was a lot of money left on the table due to missing claims on both factory and after market part warranties. The Fleetrock platform took the guesswork out of their process completely and allowed them to receive alerts when there is potential for warranty coverage. Richard has seen a 1000% ROI based solely on the first quarter warranty savings of \$250k+!

3. IN THE PAST, PAUL TRANSPORTATION WAS UTILIZING A SYSTEM THAT DID NOT PROVIDE A DYNAMIC ANALYTICS ENVIRONMENT.

Richard knew that without this type of platform and abundance of data, he was not going to make a difference in his new role. The Fleetrock analytics environment has been a game changer for Richard and his team. He can view the raw data, trend it out, and take a deep dive into what's driving the numbers whether it be positive or negative. Most importantly, he can use the data to improve technician performance by reviewing the comeback report and finding areas of opportunity to train. He is often asked by management for reports around fleet health and life cycle optimization. With a few clicks he can get the data he needs, analyze it, and report back to leadership with a story and a solid plan of action.