

# CASE STUDY

*Efficiency Enterprises*

- DRIVING CUSTOMER AUTONOMY
- INVENTORY REDUCTION
- DATA-DRIVEN INSIGHTS

Founded in 1987, Efficiency Enterprises has been a trusted partner in fleet management for over 35 years. Headquartered in Bel Air, Maryland, with multiple service locations across the East Coast, Efficiency supports customers ranging from small regional fleets to large, multi-site operations. Efficiency was looking for a system to not only streamline their internal process, but leverage their fleet data to their customers. They were looking for detailed analytics to help make predictive decisions about their fleet, highlight savings, and reduce administrative time.



Efficiency Enterprises offers full-service fleet solutions, including maintenance, repairs, leasing, fleet management, and support services — all designed to help customers maximize uptime, control operating costs, and streamline fleet operations. With decades of experience, the company has built a reputation for hands-on service, deep industry knowledge, and long-term customer partnerships. By combining local presence with scalable operational capability, Efficiency Enterprises delivers personalized fleet services tailored to each customer’s needs while maintaining consistent performance across locations.

## OBJECTIVES

**Improve measures for cost control and reduction related to inventory.**

“That’s allowed us to have more cash flow to put into the business and utilize it for things that we need to actually use.”

**Enhancing Transparency with Real-Time Data Sharing.**

“I can build a report, put it on my own dashboard and then broadcast it down to 20-30 people to have that right at their fingertips.”

**Visibility into internal versus external labor costs, and in transitioning to a more in-house model.**

“This transition decreased our external expenditure by 9% and saved us a couple hundred grand!”

## OUTCOMES

**↓ 26% INVENTORY**

**↑ PRODUCTIVITY**

**↓ 9% EXTERNAL COST**

Richie Golden

*“Being able to provide our customers with true data points that they are looking for to allow them to make business decisions makes our relationship with them stickier!”*

## HIGHLIGHTS

### IMPROVED CUSTOMER RELATIONSHIPS AND RETENTION

By providing customers with direct access to the Fleetrock portal, you empower them with real-time visibility and the data-driven insights necessary for confident decision-making. This transparency allows clients to independently monitor fleet performance and manage costs, transforming the service provider into a strategic partner. Ultimately, this level of engagement fosters a more collaborative, "sticky" relationship built on trust and operational autonomy.

### INVENTORY MANAGEMENT

Fleetrock's platform enhances inventory transparency, enabling shops to transform their storerooms from stagnant overhead into liquid capital. By providing real-time visibility into stock levels and usage patterns, the system helped achieve a 26% year-over-year reduction in held inventory, significantly improving cash flow for core business reinvestment. Furthermore, the platform's granular tracking identified that 18% of current stock was obsolete, allowing for the strategic removal of unused inventory and the optimization of shelf space for high-velocity parts.

### STRATEGIC SCALABILITY AND QUALITY ASSURANCE

Fleetrock's analytics and technician scorecards transform raw labor data into a strategic road map for operational excellence. By capturing precise metrics on repair times, average job durations, and work quality, leadership can gain a granular view of individual and shop-level performance. These insights enable data-driven decisions regarding staffing requirements and training needs, while also allowing for high-level benchmarking across different locations. By identifying the specific strategies that drive success at one site, organizations can standardize best practices across the entire fleet to ensure consistent service quality and efficiency.

The future of fleet management is here, and it rocks