

CASE STUDY

Paul Transportation

- REDUCED ADMINISTRATION
- WARRANTY RECLAMATION
- INCREASED REPAIR QUALITY

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.



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.

OBJECTIVES

Reduce administration, improve technician process and manager efficiency.

"Before, our managers were doing a lot of repetitive work. With Fleetrock they can do other things to assist with the business!"

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."

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

"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."

OUTCOMES

↓ 50% ADMIN TIME

100% WARRANTY ROI

↑ 50% 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.”

HIGHLIGHTS

SOFTWARE THAT WAS DESIGNED WITH FLEET MAINTENANCE AND MANAGEMENT IN MIND

The 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, their 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 Owens stated, “It takes a ton of time out of the equation!”

RELYING ON SPREADSHEETS TO UTILIZE 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+!

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.

The future of fleet management is here, and it rocks