



CASE STUDY

How a company with a nationwide fleet achieved 97% uptime with Amerit Fleet Solutions.

THE SITUATION

Before partnering with Amerit, the client's fleet operations were fragmented and inefficient. With over 50 different vendors managing their assets, there was no continuity in service or data, creating communication silos and inconsistencies. Maintenance was often unplanned, drive-up requests confused technicians, and there was no central accountability.

- Too many individual contributors, and no clear ownership.
- Disjointed data and unclear asset history
- Longer wait times for service
- Increased roadside incidents
- Inconsistent technician performance and pay structures
- No unified communication channel between leadership, fleet managers, and techs



Our techs do an outstanding job prioritizing the team and workload, keeping communication strong with our team, and driving proactive solutions to reduce costs and trailer downtime. Their leadership and foresight make a real impact.

- FLEET MANAGER



THE SOLUTION

Amerit implemented a unified approach to service, communication, and technology that eliminated operational chaos and improved performance across all locations. Each site is now run with dedicated Amerit fleet Managers and technicians who know the assets inside and out, and without distractions or waiting in line.

- **Vendor consolidation:** One point of contact and one set of processes in every location, nationwide
- **Data cleanup:** Worked with the client and internal IT to clean legacy data and build a more effective process for out of service vehicles
- **Technician support:** Technicians were protected from operational disruptions and focused solely on unit repairs
- **Technology integration:** Client uses Amerit's tech portal and The Hub for real-time visibility into all repair orders, down to the unit level
- **Optimized staffing:** Ensured the right headcount for out of service vehicle coverage and faster work order turnarounds
- **Culture of collaboration:** With Fleet Managers and technicians deeply aligned, there is a clear system of support and access to help when needed

THE RESULT

With Amerit's fully integrated approach, the client is now achieving **97% uptime** across their fleet. Roadside incidents have dropped by **20% over the past two years**, resulting in significant cost savings and fewer stranded units. With general maintenance now scheduled and proactive, assets receive consistent care, without guesswork or delay.

Because Amerit's technicians are fully dedicated to the client, they've become experts in their fleet. There's no ramp-up time, no unfamiliar schematics, **just fast, efficient service customized to each unit and each location.**