

# CASE STUDY

Faced with escalating roadside downtime and inconsistent vendor performance, a national food distribution fleet partnered with Amerit to transform roadside response and deliver lasting results.



## THE SITUATION

In July 2024, a national food distribution fleet joined Amerit's Roadside Assistance program while still relying on legacy dispatch providers that routinely missed ETAs, lacked escalation, and left breakdowns unresolved, often resulting in roadside downtime exceeding three hours.

## THE SOLUTION

Beginning in August 2024, Amerit transitioned the fleet away from legacy dispatch services and implemented its internal Roadside Assistance control model. The solution focused on two core improvements:

- **Dispatch control and escalation discipline:** Amerit centralized dispatch operations, introduced structured escalation protocols, and actively managed incidents through resolution.
- **Vendor quality curation:** Amerit actively managed the vendor pool to retain high performers, blacklist chronic underperformers, and build direct relationships with providers capable of meeting strict service-level agreements, while balancing local and national coverage.

By taking ownership of dispatch execution and vendor quality, Amerit addressed the root causes of prolonged downtime rather than applying short-term fixes.

## THE RESULT

Roadside performance improved immediately and was sustained over time:

- **Average downtime reduced** from 3.10 hours to 2.25 hours
  - (26% improvement / 48 minutes faster)
- **Technician arrival time (SOS) improved** from 2.10 hours to 1.42 hours
  - (33% improvement / 41 minutes faster)
- **Consistent performance maintained for 14+ months**, proving long-term impact past a pilot program

ERS Downtime & SOS — Before vs After ERSA Transition

