



CASE STUDY

How one of the largest step van fleets in the country improved operations nationwide with Amerit Fleet Solutions.

AT A GLANCE

A CUSTOMER'S CHALLENGES

- Lack of centralized management of vendors.
- Maintenance during operational hours results in lost productivity and missed revenue.
- Inability to address vehicle recalls, retrofits, and upgrades.

AN AMERIT SOLUTION

- Maintenance during scheduled downtime
- Cost control through pre-negotiated rates and fixed pricing.
- Centralized accountability
- Cross-trained technicians



"Amerit keeps our operation running while helping us keep our costs in check.

Most critically, the team consistently goes above and beyond to keep our vans on the road.

- FLEET MANAGER



THE SITUATION

- Step vans are serviced by a large network of dealers and mom and pop maintenance providers.
- Vehicles are being maintained during the daytime, causing missed routes.
- With over 1,000 separate providers, there is no way to oversee, manage, and leverage maintenance vendors to improve performance and lower costs.
- Client has no way to address vehicle recalls, retrofits, and campaign upgrades.

THE SOLUTION

- Onsite maintenance is performed at night where vehicles are domiciled, and not on routes.
- Pre-negotiated rates and fixed pricing is set to ensure cost control.
- Single vendor accountability implemented for key performance metrics like Uptime, Time to Repair, PM Compliance, and DOT Compliance.
- Technicians become cross-trained to support ICE to EV fleet transition.

THE RESULT

- Amerit becomes the largest strategic maintenance vendor, piloting services at 4 locations in 2020 and expanding to 250+ nationwide.
- Amerit kicks-off pilot services with client's secondary fleet in 2022 and expands to 85 locations by the end of 2024.
- Amerit holds Weekly, Monthly, and Quarterly Business Reviews with leadership to review budget and performance-related KPIs.
- Amerit provides a dedicated solution with 600+ technicians and 100+ field and account managers, dedicated exclusively to this client.
- The client continues piloting new solutions and employing Amerit across their fleets nationally.