



CASE STUDY

When a heavy-duty fleet needed a scalable, consistent solution to manage its fleet operations, they turned to Amerit for expert support and strategic partnership.

AT A GLANCE

A CUSTOMER'S CHALLENGES

- Inconsistent service at remote satellite locations
- Disconnected communication between branches and corporate
- Fragmented management across sites
- Low PM compliance due to poor asset tracking
- High vendor repair costs and underutilized in-house techs

AN AMERIT SOLUTION

- Dedicated fleet manager as single point of contact
- Scheduled routes to remote sites
- Standardized communication and processes across all locations
- Asset tracking improvements to boost PM compliance
- Reduced vendor dependency with skilled Amerit technicians
- Parts reuse strategy to drive down repair costs

THE RESULT

With the right leadership and structure in place, Amerit has become fully embedded into their culture, acting as an extension of their team. Their fleet now operates with greater confidence, knowing it is in expert hands and that their internal teams have the support they need to run efficiently.

- **Preventive Maintenance (PM) Compliance:** Improved to the **85–95% range**, thanks to better coordination around asset movements and service scheduling.
- **Vendor Repair Reduction:** Dropped from over 50% to **just 12%**, with Amerit supplying skilled technicians to perform more work in-house.
- **Cost Savings:** In three units alone, **\$122,000 saved** through reuse of salvageable parts and avoiding retail parts pricing.
- **Streamlined Communication:** A unified operational model led to higher consistency, better compliance tracking, and more responsive service delivery.
- **Stronger Partnership:** Amerit's commitment to understanding the client's business built a high-trust, culturally aligned relationship.

THE SITUATION

With six primary service locations and numerous satellite sites, and a variety of logistical and operational challenges across its fleet maintenance, they faced numerous challenges:

- Difficulty providing reliable maintenance coverage to remote satellite locations.
- Lack of alignment between remote sites and corporate fleet standards.
- An inconsistent management model, where different fleet managers oversaw northern and southern regions, leading to discrepancies in operations, communication, and processes.
- Struggles with internal technician skillsets and over-reliance on costly external vendors.
- Fragmented service communication and PM (Preventive Maintenance) compliance due to mobile asset transfers between locations.

THE SOLUTION

At the core of the solution was a **dedicated fleet manager**, a single point of contact responsible for overseeing the program across all locations, ensuring consistency, accountability, and alignment with corporate priorities.

- Assigning a single dedicated fleet manager to eliminate management inconsistencies and provide one clear line of communication.
- Collaborating to align satellite operations with corporate standards, helping embed consistency across all locations.
- Enhancing communication around asset movement to increase PM compliance.
- Utilizing Amerit's skilled technicians to reduce vendor dependency and optimize in-house repair capabilities.
- Implementing cost-saving practices like salvaging reusable parts from retired units and leveraging Amerit's lower technician labor rates.