



CASE STUDY

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

AT A GLANCE

A CUSTOMER'S CHALLENGES

- Complex communication hindered fleet initiatives.
- Inconsistent quality and vendor performance.
- Vendor management drained strategic focus.
- Rising downtime and operational costs.
- Shortage of skilled technicians.

AN AMERIT SOLUTION

- Standardized processes improved efficiency and communication.
- Controlled training ensured nationwide quality.
- KPI tracking enhanced operational control.
- Reduced downtime and costs by eliminating third-party services.
- Streamlined internal staffing enabled strategic focus.
- Amerit customer since 2010, recent renewal through 2030.

THE RESULT

In two short months, Amerit hired, trained and deployed over 650 technicians across the country. The client saw immediate improvements in fleet performance. Because of Amerit's continuous dedication to customer service, partnership, and quality services, this contract has been renewed for over 20 years.

- Large annual expense reduction.
- As a result of Amerit providing administrative and management services, client was able to streamline and right-size internal staffing at all levels.
- One process nationwide increases implementation new initiatives, which enables the fleet to maintain a competitive advantage and respond to market demands.
- Consistently meeting KPI targets year over year.

THE SITUATION

- Convolved communication and management chain was hampering their ability to execute quickly on fleet initiatives.
- The lack of consistency from their vendor pool meant quality was inconsistent and vendor performance was hard to track and measure.
- Managing this large group was draining their fleet management team of capacity that could be better used on more strategic priorities.
- Downtime was high and climbing, right alongside their costs.
- In house labor was short staffed and they were unable to attract and retain skilled technicians.

THE SOLUTION

- **Consistency-** Under Amerit's management processes, training, data, metrics and reporting are consistent and clearly communicated to the client.
- **Standardization-** With standardization comes efficiency, and with efficiency comes productivity and profit. With standards implemented across the fleet, the client would see reductions in downtime and enjoy a more reliable, safe, efficient and productive fleet.
- **Quality-** Amerit's solution controls the training and management of an entire nationwide workforce, ensuring quality improvements were implemented day one.
- **Control-** Established in partnership with the client, Amerit measures 14 individual KPI targets, delivering unprecedented management and control.
- **Savings-** By eliminating expensive 3rd party services and reducing downtime, the client saved the same amount of money that was previously spent on one year of maintenance.