

## CUSTOMER SUCCESS

### Truck fleet finds immediate value in switch to Element

#### THE CHALLENGE

A major food services supplier operates a fleet of nearly 1,400 heavy and medium trucks to distribute its products. In the past, the company had divided its fleet management function among several suppliers. The fleet manager decided it was time to consolidate and use one supplier with expertise in managing trucks. As a result, the company chose Element Fleet Management.

The company wanted a quick, streamlined transition to Element with minimal disruption to its operations. It also wanted recommendations for reducing costs and increasing driver productivity.

#### THE SOLUTION

When the client moved its trucks to Element, it signed up for maintenance, fuel and accident management services. It also asked Element to coordinate its inventory, which is leased through various leasing companies, including Element. Element's Business Activation team specializes in bringing new clients onto Element's services in the most efficient way possible. The team put its award-winning methodology into action, including:

- Listening closely to the client to ascertain its goals and expectations
- Developing short-term and longer-term goals for a successful implementation
- Customizing the implementation process to meet those goals

Element worked closely with the fleet manager at the company to gather data and information, discuss and agree on best-in-class policies and procedures, and coordinate all areas of Element to ensure a streamlined transition. Because the client has many refrigeration units, the process included bringing new suppliers into Element's maintenance network. The entire implementation took less than five weeks, with minimal disruption to the company's operations.

In addition, implementation and ongoing account management included Element's customized recommendations for best-in-class policies, most of which the client adopted.

## THE RESULTS

In only six months after implementation, the client saw dramatic improvements in its fleet performance:

- Reduced maintenance expenses by 8%
- Reduced fuel costs by more than \$22,000
- Reduced accident management expenses by 10%
- Reduced overall fleet expenses by 3%

In addition, for the first time, the fleet manager was able to see a consolidated view of his fleet costs, trends and transactions, with dashboard and detail reporting via InterActive. This was also true of his billing, which is available online.