



Results+

Mobile Service Program Lowers Downtime and Major Repairs

A retail services company, specializing in rent-to-own furniture and appliance deliveries, depends heavily on its fleet, comprised of vehicles like Transit 150 Vans, Transit 350 Box Trucks, and Isuzu gas and diesel NPRs. The intensive use of these vehicles during business hours posed a challenge in maintaining them regularly. This led to frequent major mechanical issues, increased downtime, and higher rental costs.

Strategy: Mobile Maintenance

To overcome this challenge, the company partnered with Wheels to develop a mobile service program where the chosen service provider would schedule overnight preventive maintenance service (PMS) for each store within their coverage area. Every four months, technicians would visit the stores post-business hours to conduct the necessary PMS on-site. This strategy meant that vehicles no longer needed to be taken out of service during peak business hours, minimizing disruptions to daily operations. The maintenance process was made entirely hands-off for store employees, ensuring consistent and timely

maintenance. Additionally, the partnership streamlined approval processes for necessary repairs, enhancing vehicle operational efficiency and reliability.

Results: 15% Savings in Maintenance-Related Expenses

Following the implementation of this mobile maintenance program, the company observed a 27% increase in the utilization of national account vendors for maintenance, which led to significant cost savings. Early data showed an estimated 15% reduction in maintenance and repair costs per store due to the program. This reduction also encompassed lower rental expenses, which previously amounted to nearly \$6 million annually. The company's ultimate objective is to achieve a status of zero vehicles overdue for maintenance. While still in the initial stages, the mobile maintenance solution has significantly decreased the number of overdue preventative maintenance services.

PROJECT SERVICES: Maintenance

FLEET SIZE: 2300+

VEHICLE TYPE: Vans; Box Trucks

INDUSTRY: Retail Services

Savings/Improvements:

15%

savings in maintenance
and repair per store

27%

increase in national
account usage