

SHOP EFFICIENCY, COST CONTROL, AND VEHICLE OPTIMIZATION

CCS TRANSPORTATION CASE STUDY

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CCS Transportation, located in Conway, AR, needed maintenance software to help reduce the administration involved with the repair process, and get visibility to the maintenance data so they could make better business decisions.



CCS began operations in 1983 with one truck and through focus on customer experience has now grown to ~300 pieces of equipment. The company provides safe, dependable, and innovative transportation and logistics services throughout Arkansas and beyond. Having the right maintenance process and visibility was critical to support operations. As the company continued to grow, so did challenges around managing the maintenance, compliance, and cost control. CCS choose Fleetrock as a modern software, that was easily deployed, and could continue to drive visibility and innovation in their maintenance operation.

KEY OBJECTIVES

1 Reduce administration – improve technician process and manager efficiency

“It’s made a HUGE difference in the amount of time I don’t have to spend behind the computer.”

2 Improve measures for Cost Control related to inventory

“Very easy to manage the inventory process and everything is connected to our repair process.”

3 Create better visibility to maintenance data for decision making

“The Fleetrock analytics are awesome for our company!”

OUTCOME WITH FLEETROCK

↓ 50%

REDUCTION IN
ADMIN TIME

↓ 50%

REDUCTION IN TIME
SPENT MANAGING
INVENTORY

↓ 10%

OVERALL REDUCTION
IN SPEND

1. PRIOR TO DEPLOYING THE FLEETROCK PLATFORM, TECHNICIANS AT CCS WOULD FILL OUT A PAPER REPAIR ORDERS.

The service manager would then have to enter all of the paper forms into a database. The process required duplication of effort and didn't allow for visibility into campaigns and repair history. Since deploying Fleetrock, Fred, who oversees Shop Operations, commented: 'It's made a HUGE difference in the amount of time I don't have to spend behind the computer!'

2. CCS HAD NO GOOD WAY TO TRACK INVENTORY PRIOR TO FLEETROCK

Leveraging the primary supplier and part goal cost, CCS now is able to have solid cost control measures in place. In addition, they can easily manage the reconciliation process when doing their inventory counts. Lastly, seeing inventory fluctuation and understanding part obsolesce is much easier leveraging the inventory reports in analytics.

3. THERE WAS NO REAL WAY FOR CCS TO GET DATA IN THE PAST THAT WAS USEFUL FOR DECISION MAKING.

With the Fleetrock environment, utilizing very little effort, they can easily track the detail on spend, repair quality, PM compliance, and so much more. Brandy Zachary, who oversees fleet analytics mentioned that using the data in Fleetrock has been 'AWESOME'. 'Recently CCS was looking to sell trucks and optimize the fleet. After reviewing the spend by model year and the CPM data, we were able to see exactly when cost were increasing and then make good business decisions around optimization.'

THIS IS NIGHT AND DAY COMPARED TO WHAT WE DID PREVIOUS!

It has brought significant efficiency to the shop, and we can now look at spend details. We are looking at trends, comparisons, CPM data, etc. to explain what happened and what we need to do going forward!