

BEST-IN-CLASS BREAKDOWN SERVICE, DECREASED COST, AND IMPROVED ANALYTICS ENVIRONMENT

LEONARD'S EXPRESS CASE STUDY

CASE STUDY

Leonard's Express needed a reliable third-party breakdown service to assist drivers promptly and professionally during breakdown events while providing a modern customer portal to review event details and analyze key data points.



Leonard's Express is a family-owned asset-based transportation provider located in Farmington, New York with offices located throughout the United States. They provide transportation solutions for a wide range of customers that encompass many industries. To support these customers, Leonard's Express knew they needed the right company to partner with to ensure service events were handled appropriately. They did extensive research and chose Fleetrock due to their unique approach to breakdown management paired with state of the art, intuitive software.

KEY OBJECTIVES

1 Provide best-in-class service for their customers during breakdown events.

OUTCOME WITH FLEETROCK



4.97/5 Stars

30% OF REPAIRS
REVIEWED BY DRIVER

"You guys rock, I am so grateful. You guys got me in and out of there so quickly. It would've never been that quick with anyone else." – Driver Sean

2 Decrease costs associated with breakdowns utilizing national account pricing.

↓ **OVERALL
COST**

**SIGNIFICANT
IMPROVEMENT
MANAGING NATIONAL
ACCOUNT PRICING**

3 Have a platform that creates better visibility into fleet performance analytics.

↓ **CYCLE
TIME**

**CYCLE TIME IS
CONSTANTLY BEING
REVIEWED AND
TRENDING
DOWNWARD**

1. LEONARD'S EXPRESS FOCUSES HEAVILY ON PROVIDING TOP-TIER SERVICE THAT IS DEPENDABLE, RESPONSIVE, AND COST-EFFECTIVE FOR THEIR CUSTOMERS.

When it was time to evaluate their 24/7 breakdown management provider, they knew they needed to partner with someone who would deliver on those exact expectations. Leonard's chose Fleetrock because of their unique approach to breakdown management. Calls are handled in Leonard's image all while providing an exceptional customer experience.

2. IN TODAY'S ECONOMY, MANY COMPANIES ARE REVIEWING FINANCIALS TO FIND WAYS TO LOWER COSTS ACROSS MULTIPLE FACETS OF THE BUSINESS.

For Leonard's, reducing spend associated with their breakdown events was an identified opportunity. They had national account pricing structures in place but did not have a high rate of usage with their current service provider. With Fleetrock, they were able to clearly communicate what National Accounts they had and when they wanted them to be used along with a list of stances, so breakdowns are handled in their image. With the use of the Fleetrock software, the team of coordinators have instant access to this information, ensuring they handle each call correctly every time. This in turn has reduced Leonard's Express spend on breakdown events.

3. LEONARD'S EXPRESS IS A TOP 100 FLEET WITH OVER 1,600 ASSETS.

As you can imagine, it is difficult to understand key metrics driving life cycle optimization without the right software. Having insight into things like cycle time, cost by system code, and average cost per model year was something the Leonard's team knew they needed in order keep their fleet running smoothly. One of the main reasons Leonard's chose to partner with Fleetrock was the dynamic analytics environment with real time visibility into each breakdown event handed by the call center. The ability to review data and hone in on opportunities allows both the Leonard's and Fleetrock team to partner together to decrease down time and overall spend.

"The partnership has been a great success! Service is much faster, and Fleetrock's personnel is top-notch – professional and easy to work with. We are extremely satisfied with the results."

– Vice-President of Operations