

Wheels expert network management helps client meet tight deadline

THE CHALLENGE

One of our clients is a global leader in the water, environmental, transportation and construction industry. An important aspect of the client's business is to inspect and manage wastewater treatment plants. Custom-built trucks with complicated upfitting, such as boxes, lifts and compressors, are required at multiple work sites.

The client recently renewed a contract with one of its municipal customers in the northeastern U.S. The contract with this particular city called for five vehicles, ranging from pickups to one-ton cab-and-chassis trucks delivered within two months.

The vehicles required uniquely-customized upfitting and had to be a specific, special-order shade of blue per the city's requirements. With such unique requirements and a brief timeframe for delivery, it appeared that these vehicles may require a longer production time than the project schedule allowed.

THE SOLUTION

Wheels immediately went to work to get these vehicles to the jobsites as quickly as possible. We first searched for the vehicles in a manufacturer bailment pool, but none were available in the required color. A buyer in the Wheels Acquisitions Department's Out-of-Stock team was then given the challenge to find the vehicles in Wheels extensive dealer network. The color requirement made the task challenging, but Wheels expert management of our extensive network allowed us to locate and purchase all five vehicles from multiple dealer inventories within 24 hours. The vehicles were transported from Hartford, Connecticut to a centralized Midwestern upfitter in less than a day!

Fleet Size:	1,000 Vehicles
Vehicle Type:	Light-Duty Trucks, Vans
Industry:	Architecture

The client's designated Wheels Truck Engineer managed the upfitting process by working with vendors in the Wheels body company network. The Truck Engineer worked with the upfitter to prioritize the order, and ensured the completed bodies and equipment were shipped to the same centralized upfitter to which the chassis had been delivered. We also leveraged our excellent relationship with our upfitting vendors to make sure that the customized paint job was integrated into the process. The Truck Engineer stayed in close contact with the body company to ensure that all vehicles would be upfitted and ready for prompt transportation to the client's job site, while our Account Management staff kept the client apprised of production/delivery status updates throughout the process.



THE RESULTS

Thanks to the Wheels Truck Engineering Department's experience and strong vendor relationships, the vehicles' complex upfitting was completed in about two weeks. The two utility bodies, which needed to be custom-built and painted, took just over five weeks. The upfitting timelines the Truck Engineer negotiated allowed us ample time to ensure the units were delivered to the client's job sites well ahead of schedule—less than seven weeks to complete an order that would have taken several months under conventional ordering procedures!

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A lot of work went into executing this task. Everyone at Wheels did a wonderful job. It was really critical for us to meet the needs of our client, and we were able to do so because Wheels came through for us.

- Supervisor (Wheels client)

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ABOUT WHEELS, INC.

Wheels, Inc. (wheels.com), which pioneered the concept of auto leasing in 1939, provides a full range of specialized services to help organizations manage their vehicle fleets. Wheels manages more than 300,000 vehicles. At near \$2 billion, its holding company Frank Consolidated Enterprises currently ranks as one of the largest private companies in North America. For additional information, please contact info@wheels.com.

All data analyzed and provided by Wheels, Inc.