



Healthcare Fleet Amplified Driver Satisfaction After Outsourcing

FLEET PROFILE

Fleet Size **9,000**
Industry **Healthcare**

Vehicle Type **Sedan, SUV**

OPPORTUNITY

To Concentrate on Mission, Delegated to Leader in Fleet

To focus its resources on health and medical products, a healthcare company delegated its North American fleet management to Wheels.

Wheels managed most driver touch points, but its strategies went far beyond simply assuming day-to-day activities.

STRATEGY

Data Management Facilitated Fleet Optimization

The client and Wheels set up and optimized over 14 ongoing data feeds to automate information exchange, billing, violations, reporting, personal use additions or deletions, safety data and more.

The custom solution tackled a major financial problem: the payment of personal property tax for vehicles owned in the U.S. The healthcare group funds its own vehicles but found these tax payments were hard to manage, resulting in unregistered vehicles with accumulating fines for violations.

RESULTS+

Driver Satisfaction & Compliance Soared

**ABOVE
90%**

Wheels' expertise delivered measurable rewards. Driver satisfaction reached a robust 94%, as did utilization of Wheels' Fuel Program. Reporting of Driver Tax Compliance, registration renewals and maintenance compliance reached above 96%.

The custom solution for personal property tax saved \$37,000 immediately just by identifying previous tax overpayments. While the client concentrated on what it did best, it reaped the benefits by letting Wheels do the same.