



## Insurance Fleet Eliminates Violations With Strategic Planning

### FLEET PROFILE

Fleet Size **2,500**  
Industry **Insurance  
& Finance**

Vehicle Type **Sedan, SUV**

### OPPORTUNITY

#### Daily fleet tasks prohibited strategic planning

This company's fleet office had downsized by several team members. As a result, daily administrative tasks took up more of each remaining member's time, preventing them from focusing on higher-level, strategic goals. They sought to cut that administrative burden in half and turned to Wheels for help.

### STRATEGY

#### Delegated duties to a specialist

A small Wheels team met with its client to review all fleet tasks and identify opportunities for outsourcing. Luckily, Wheels had a wealth of programs to meet their new needs.

To streamline operations, the company was looking to add Fleet Administration and Vehicle Inventory Management. Additionally, they've transitioned from in-house toll and violation management to an outsourced model with Wheels. Wheels also updated the fleet's policy and profiles to help match its future goals of full outsourcing and reporting.

### RESULTS+

#### Streamlining saved time and costs

Their actions paid immediate dollar dividends. Wheels Violations Follow-Up has **captured over \$18K** in fines. Wheels Toll Management has reduced toll violation payments **from \$112K to zero**.

Most gratifying of all, it met its goal of freeing its fleet office to think strategically. Since turning on Driver Assistance in 2019, **more than 3,800 calls** were taken, with an average answering speed of 21 seconds.

Granted the time and energy to pursue new initiatives, the team worked with Wheels to implement a showcase program: telematics. The initiative has already reduced instances of speeding, increased seatbelt usage across the fleet and helped recover a stolen vehicle. Even though the fleet office is smaller, their support network has expanded leaps and bounds.