



Insurance Fleet Eliminates Violations With Strategic Planning

FLEET PROFILE

Fleet Size
Industry
**2,500
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.