Connected Vehicles helped Steed and Evans streamline operations - Here's how

Struggling with inaccurate data and managing remote fleets

As manager of fleet service, Robert Elliott's job was to make sure that everything was running smoothly and that the vehicles were being properly maintained. Part of that job involved gathering data about their vehicles - information like kilometers traveled, operating hours, and any problems with the engine. The big challenge was trying to gather all that data remotely. "The hardest part was getting all the paperwork back," said Elliott. "And then, inevitably, the paperwork wasn't accurate. Hours or kilometers weren't recorded or weren't recorded properly. We'd send a truck down over the first of the year and, every time you get a sheet back, it would be the same hours as it went down."

Along with the challenge of gathering the data they needed, because headquarters was located in St. Jacobs and jobs were being done in the Toronto area, even trouble-shooting problems wasn't easy, "We were learning about these issues with panicked phone calls. Guys would call up

Background

For 70 years, Steed and Evans have been a proud partner with Southern Ontario municipalities and communities helping them keep roads and highways safe and clear. They aim to enhance the communities we work and live in, with project excellence rooted in quality, safety, and honest hard work.

To get this done, they need to ensure that their fleet of vehicles is operating safely, their drivers are where they need to be, and that everything is well-maintained.

and go,'My check engine light is on. I can't drive the truck.'" When a call like that came in, Elliott would have to send someone up from St. Jacobs to Toronto, a 90-minute drive on a good day.

Doing all this manually and remotely, was eating up too much and resulted in reactive maintenance that often came too late. To solve this problem, Elliott turned to Connected Vehicles.

Remote, real-time monitoring and troubleshooting

Connected Vehicles stood out among the vendors Elliott looked at because not only were they local, but they were a one-stop shop. *"My biggest motivation for connected vehicles was a one-stop shop,"* said Elliott. *"The dealer that we're dealing with got the units, put them in, set up the webpage and everything for us. And, because they're local, they're only a phone call away. They can help us immediately when there's an issue."*

Best of all, Connected Vehicles worked closely with Elliott and his team to get things set up, *"They gave us tutorials on it,"* he said. *"And they showed us how to set things up a little differently. It was a pretty easy website to navigate around and work with. As we got accustomed to it, we could get more people signed on so they could monitor it themselves."*

With Connected Vehicles, Elliott and his team were able to do everything they needed remotely, except physically working on their fleet when something went wrong.

Hundreds of hours saved and incredibly accurate data

Since the move to Connected Vehicles, Elliott and his team have streamlined the way they manage their fleet. *"We've saved hundreds of hours since adopting Connected Vehicles. There's no more chasing paper, chasing trucks, or trying to find a person to talk to just to see what was happening,"* he said. *"It just makes fleet management easier as a whole."*

With Connected Vehicles, they can now automate the data collection tasks related to fleet management, such as tracking their drivers, collecting driver safety stats, inspection and compliance data, fuel levels, and operating hours.

Along with cutting down on the amount of time it used to take to manually gather data about the vehicles from employees, Elliott and his team have found Connected Vehicles helps with a couple of other aspects of the business. The first is preventative maintenance. Before they were sending people off-site when something broke,

now they can see an issue or a service need coming up and schedule it accordingly. *"The shop foreman can just pop on and see what vehicle's coming up next within the Connected Vehicles database for service,"* said Elliott. *"Instead of chasing the truck or chasing paperwork or trying to find the right person to ask, he can schedule that in."*

The second thing was it helps them keep better track of not only their vehicles, but their drivers. *"It's easy for dispatch to check where the trucks are and to reroute them if traffic is bad or it's taking too long to get to the job. Plus,"* Elliott adds, *"With any winter vehicle [like a snowplow], you're always afraid of accidents. People call and say, 'Your truck hit our car.' Now, we can check and confirm whether we were in the area or not. The breadcrumb trails, the history of it, helps for any legal challenges that we have."*

In the end, Elliott is happy with their decision to work with Connected Vehicles.

> *"Everybody claims they've got the better mousetrap. But, Connected Vehicles is the better one. I'm really a hundred percent satisfied with the product and the service we get from them."*
>
> – Robert Elliott, Steed and Evans