

CHALLENGES

The National Fleet Specialist responsible for over 100 vehicles across Canada was working with a well known GPS tracking and fleet management vendor. They were having service related issues with the vendor, often in relation to obtaining GPS hardware for new vehicles added to the fleet or for installation services for those new units or swapping vehicles. Their account representative changed regularly and phone calls and emails were seldom responded to promptly or at all. Another source of frustration was a promise that the vendor had made relating to accessing a Driver Scorecard module. The company had been assured they would have access to this feature soon after purchase but had never come to fruition.

SOLUTION

As the incumbents term contract came due the National Fleet Specialist began to entertain other solution providers. Titan GPS powered by Certified Tracking Solutions won the bid and a new partnership was formed.

RESULTS

Titan GPS tracking units with driver id and brake input were systematically installed in their vehicles with the assistance of the Certified Tracking Solutions installation coordination and mobile installer teams.

Training was provided by Titan GPS solutions professionals and benchmarks established to help Maxxam Analytics measure and manage improvements in the overall performance of their fleet.

New Driver Scorecards were added to the account shortly after implementation that allowed the company to set customized criteria to more effectively manage aggressive driving, excessive idling, and speeding in relation to driver behaviour and not just by vehicle.

When equipment is added or units swapped the company gets quick turnaround and if ever an issue arises the same dedicated fleet representative is there to quarterback resolution. Of all factors involved in making the switch the area of service is what has most impressed the Maxxam team.

Maxxam Analytics has begun to install ELDs in some of their vehicles in preparation for a Canadian mandate and have encouraged their U.S. counterpart to engage Titan GPS as well.



INDUSTRY	Environmental Services Petroleum & Oil Sands Industrial Hygiene Food Science and Safety Services DNA Testing
FLEET SIZE	120+ Light Duty Trucks
NEEDS	Live GPS Tracking Driver Behaviour Scorecards & ELDs

COMPANY BACKGROUND

Maxxam is a leading North American provider of analytical services and solutions to the energy, environmental, food, industrial hygiene and DNA industries. Maxxam is a member of the Bureau Veritas Group of companies- a world leader in testing, inspection and certification services.

Maxxam supports critical decisions made by their customers through the application of rigorous science and the knowledge and expertise of over 2,500 employees.

TESTIMONIAL

"It's not that there haven't been challenges occasionally with Titan GPS, it's that we've been able to work through those challenges with a dedicated team. If they don't have an answer they find it, if there's a hardware problem they fix it. It's a responsive team and we appreciate that.

We've recently added ELDs and have received great face-to-face training."

Source: Diane Butters
National Fleet Specialist

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