

Azuga Fleet Customer Success Story

All-Lift, Ltd.

Established in 1976, All-Lift is a family-owned business specializing in the service, repair, and sale of forklifts and forklift parts in Canada. All-Lift has been an Azuga customer since August 2017.

“Azuga is very handy and extremely important to how we operate now. It helps me dispatch efficiently, effectively, and without the headache of trying to remember where everyone is. Plus, unauthorized vehicle use has completely disappeared.”

Jeff Bennett, Controller, All-Lift Ltd.



All-Lift's business has been growing rapidly in size over the years, making it increasingly difficult to keep track of where vehicles were at any given time. In fact, service vehicles were sometimes dispatched to sites when a company service technician was already nearby, a frustrating inefficiency resulting in loss of time and fuel. Managers also had to estimate and rely on handwritten sheets for payroll, but now they utilize Azuga to make sure they are compensating their technicians properly.

Additionally, All-Lift technicians drive their vehicles home every night and in the past didn't have an official means of tracking company vehicles outside of working hours nor unauthorized use. Unfortunately, this eventually led to the lamentable event of an employee receiving an impaired driving infraction while driving a company truck. That's the point of pain that drove Jeff to make a serious search into fleet tracking technology.

Jeff had previously been contacted by gps tracking providers but he had been resistant to making the switch because he was weary of the drivers' reaction to the change. But, now that he had the drivers' attention with the recent impaired driving violation, he knew his employees were ready. He remembered a recent contact from his cell phone service provider that had pointed him in the direction of Azuga and started the online search. Upon investigation, Jeff was impressed by Azuga's affordability and easy installation. Since installing Azuga devices in most of the All-Lift fleet,

Jeff has noticed some big changes in how the company operates. For starters, billing accuracy has increased tremendously due to higher visibility of company vehicles and timestamps on visits. Management can verify work hours and compensate accordingly, making sure that technicians are paid fairly and that customers are billed appropriately. Off the clock, employees are more communicative with supervisors than ever before and unauthorized use of company vehicles has been eliminated. Not only that, the billing department can confirm billable hour accuracy. Like all great customer-conscious companies, All-Lift follows the "customer is always right" policy, but now they have the tools to give them confidence that they are fair and honest. Ultimately, pay and billing accuracy has added value for each the business, employees, and customers alike.

As a bonus, Azuga's "Check Engine Light" code alerts have helped All-Lift put together a fleet maintenance schedule to improve the condition of its vehicles. "You can't really put a savings amount on preventing a blown-up engine," Jeff said, "but it has definitely saved us on overall maintenance costs." And, should Jeff or his team ever have a question, they know their Azuga representative is at-the-ready. "He always gets back to me right away," Jeff said of his service rep.

Azuga has been a great fit for all departments at All-Lift, and they look forward to learning more about the technology and how to utilize its many powerful applications to reap even more benefits.

Challenges

- ▶ Decrease dispatch inefficiencies
- ▶ Verifying on-the-clock hours
- ▶ Unauthorized use outside of regular working hours

Solutions

- ▶ Dispatch's use of Azuga's real-time vehicle tracking allows efficient dispatch of technicians to call sites.
- ▶ Utilizing Azuga's Ignition ON/OFF details, management can confirm technician presence on-site.
- ▶ Azuga's real-time vehicle tracking allows management's full visibility of vehicle whereabouts

Results

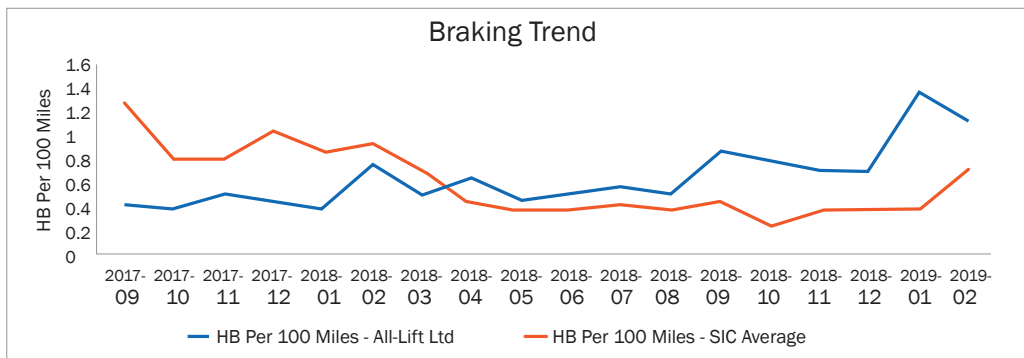
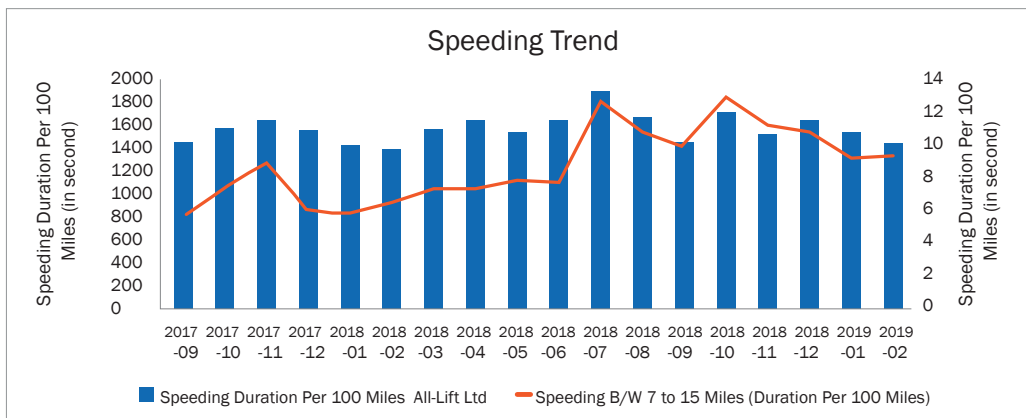
- ▶ **Dispatch efficiency**
Management is able to quickly and efficiently determine which technicians are nearest to call sites. With a rapidly growing fleet, this equates to increasingly larger savings in time and fuel.
- ▶ **Billing accuracy**
Finally, All-Lift managers are able to quickly and easily verify hours worked, ensuring fair and correct billing and pay.
- ▶ **Zero unauthorized use**
All company vehicles are accounted for and employees openly communicate requests for personal use of company vehicles.



“With Azuga, our billing is now based on mutual trust between the technician and customer. We have 100% confidence that we are billing for actual time, which is beneficial for both All-Lift and our customers”

Safety

- ▶ PSL package is not activated for this customer.
- ▶ Though average speeding duration per 100 miles is as high as 1578 seconds per 100 miles, average speeding between 7 to 15 miles is 8.8s which is on par with the industry average of 8.8s.



- ▶ The braking trend clearly seems to be concern for the company. Though they started off performing way better than their competitors, the behavior has declined over the period and they are underperforming compared to their industry counterparts. HB Per 100 miles hit a peak of 1.36 HB Per 100 miles in Jan 2019.