

Azuga Fleet Customer Success Story

Quality Transport

Founded in 2001 and one of the longest standing assisted transport companies in Arizona, Quality Transport Services (QTS) provides safe, 24/7 transportation to hospitals, assisted living facilities, nursing homes, and hospices. Fleet vehicles in the Phoenix-centered company collectively make 50,000 or more trips, driving over a million miles per year.

“We consider [Azuga] one of our key business partners and one of the key differentiators that we have in the marketplace that helps us deliver on our brand promise.”

Andy Beran, Owner, Quality Transport



Challenges

- Maintaining detailed tracking records for each transport vehicle.
- Encouraging consistent, safe driving behavior around the clock.
- Differentiating QTS above its competitors.

Solutions

- Utilize Azuga's real-time fleet tracking and trip logs to monitor each vehicle's trip status and duration.
- With Azuga's Driver Behavior Reports, management is able to reinforce safe driving behaviors and discourage unsafe driving habits.
- Employ Azuga's award-winning fleet tracking capabilities to ensure a safe, reliable, on-time transport experience for each and every customer.

Results

- **Efficient Record Keeping**
The team at QTS is able to secure all trip data necessary for their clients' insurance billing purposes and to ensure fleet efficiency, timeliness, location, and quality.
- **Bolstered Safety Culture**
Insight to vehicle operation allows the management team to reinforce QTS' focus on safety, maintain behavioral consistency among all drivers, and ensure wheelchair- and stretcher-bound clients receive the quality transportation they deserve.
- **Sharpened Competitive Edge**
Azuga's fleet tracking product and responsive customer support has buoyed QTS in providing safe, reliable, on-time services in a way that differentiates the company from the competition and helps it deliver on its brand promise.



“The alerts are great, the tracking itself, Azuga's responsiveness, and the obvious sincerity of the entire team to do a good job for the customer really comes through all their communications. It consistently impresses and amazes me.”