

IMPROVED EFFICIENCY & REDUCED COST OF OWNERSHIP

CITY OF SAN BRUNO CASE STUDY

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The City of San Bruno needed better maintenance software to optimize performance and lower cost so they could best service their community.



The City of San Bruno has a fleet of assets that range from sedans to heavy duty trucks to miscellaneous specialty vehicles. These assets support many different departments such as Police, Fire and Parks and Recreation – all vital to operations that keep the community safe. After years of using excel spreadsheets as the source of truth, it was of the utmost importance that the Facilities and Fleet Service Manager had best in class software to accurately track and report on maintenance and compliance. For the City of San Bruno, Fleetrock was the answer.

KEY OBJECTIVES

1 Deploy intuitive and modern software to improve adoption.

“Our technicians love the software and always mention how easy it is to navigate and use.”

2 Improve technician efficiency and reduce administration time.

“With Fleetrock, we were able to save time in areas such as creating a repair order, searching unit history, and finally adding invoices to repair orders when closing.”

3 Reduce maintenance cost and overall cost of ownership.

“Fleetrock has more robust data points which help fine tune reports for maximum detail.”

OUTCOME WITH FLEETROCK

↓ 80%

TRAINING TIME
& REINFORCEMENT

↓ 50%

REPAIR ORDER DATA
ENTRY TIME

↓ 10%

TOTAL COST OF
OWNERSHIP

1. DEPLOY BEST IN CLASS SOFTWARE TO BETTER TRACK COMPLIANCE AND MAINTENANCE

Ross Shkuratov knew instantly that he needed to include room in his budget for software to help him have visibility into his fleet when he was appointed the Facilities and Fleet Service Manager. It was not lost on him that his technicians needed software they could easily adapt to. They were moving from excel spreadsheets and paper invoice filing to modern software so he knew there would be some aspect of change management within his shop. Since deploying Fleetrock, Ross said that his technicians “love the software and always mention how easy it is to navigate and use!” It takes each new technician an average of two days to feel confident using the platform.

2. MANAGE TECHNICIAN EFFICIENCY TO ENSURE ASSETS ARE WELL MAINTAINED

When you have multiple departments and need to manage both the overall fleet and the maintenance shop, it’s important to have software that gives you complete visibility from any device, anywhere. As any shop can likely relate, it was also important to find software that the technicians felt comfortable using. Prior to using Fleetrock, Ross’ shop used an antiquated system that was difficult to navigate and use. After deployment, the technicians in the garage were able to save time in several areas like opening a Repair Order, researching unit history, building out the final invoice with service tasks and parts, etc. The entire ecosystem from Ross down to his technicians can review metrics and data around the repairs being done in the garage and with third parties, making everyone more effective and efficient with their time.

3. UTILIZE A DYNAMIC ANALYTICS TOOL TO UNDERSTAND AND REPORT ON KEY PERFORMANCE INDICATORS

It’s Ross’ job to make daily business decisions using data and insights on his fleet. One of his key goals in implementing new software was to get his fleet data organized in a way that he could report out to key stakeholders and city council. They were not able to see what a specific model costs over its lifetime and to make the appropriate decisions around life cycle optimization. Fleetrock’s dynamic analytics environment has given him just the visibility he was looking for. Ross stated, “You can’t argue with the data!” Fleetrock has given him more robust and meaningful data points which have helped him fine tune his reports for maximum detail.

THE SHOP OPERATING FUNCTIONALITY HAS A SIMPLE INTERFACE FOR MY TECHNICIANS. They were able to quickly adopt to the technology and feel comfortable using it in their day-to-day operations.

- Ross Shkuratov