

# CASE STUDY

*Miller Freight & Logistics*

- STREAMLINED DRIVER REPORTS
- UNIFIED ASSET INTELLIGENCE
- ACCELERATED FLEET UPTIME

For Miller Freight & Logistics, the transition from manual tracking to Fleetrock was a strategic necessity to maintain their competitive edge in international freight. Operating across the United States and Mexico requires a level of coordination that static spreadsheets simply could not sustain. By moving to an all-in-one platform, Miller Freight eliminated the data silos and communication barriers that previously hindered their efficiency. This digital transformation allows Miller Freight to shift from reactive repairs to proactive uptime management, ensuring they consistently meet their core promises of reliability and punctuality for every cross-border shipment.



Miller Freight is an international freight transportation company founded in 2006, with the goal of providing specialized logistics solutions to the manufacturing industry. The company is distinguished by delivering professional, agile, and personalized service tailored to the specific needs of each client. Its top priority is to meet the transportation requirements of its valued business partners, ensuring efficiency, reliability, and punctuality in every operation. Miller Freight continuously works to provide exceptional service and develop efficient transportation solutions that contribute to the success of its clients.

## OBJECTIVES

**Increase repair quality through repair history and visibility.**

"Prior to using Fleetrock, the company had no history at all of what they did to the trucks or what was done. PM services, corrective services, anything at all."

**Reduce administration through an all hands on deck approach.**

"They take 3 hours for a PM service and the admin time takes an hour of it, the admin time is gone now that the techs can use the system directly!"

**Decrease downtime and increase fleet utilization.**

"Before Fleetrock we couldn't release the unit until the technician came in and did all his paperwork, now they have the platform right in their hands through the mobile devices and can do this in real time."

## OUTCOMES

**↑ 100% REPAIR QUALITY**

**↓ 33% ADMINISTRATION**

**↑ 50% FLEET UPTIME**

*“Prior to using Fleetrock, the company had no history at all of what they did to the trucks or what was done. Since the system started, we have a lot of information on the unit. So that gives us basically a preamp on what's to come for the future for the trucks, for the units, if we need to sell them, if we need to get new trucks. If we get new units, we're going to have all the information needed for future references in the system.”*

## HIGHLIGHTS

### FROM FRAGMENTED COMMUNICATION TO DRIVER-LED EFFICIENCY

Prior to implementing Fleetrock, Miller Freight & Logistics relied on a multi-channel process for reporting vehicle issues. Dispatchers and equipment managers manually compiled reports based on inconsistent feedback, often leaving the maintenance team waiting on drivers to report faults. By streamlining this workflow, the company now benefits from Driver Vehicle Inspection Reports (DVIRs) that automatically populate within the system. This shift removes the middleman and ensures that maintenance needs are identified the moment a driver completes an inspection. Consequently, the team no longer faces the "big pain" of managing maintenance through a mixed process of verbal reports and static spreadsheets

### REAL-TIME DIAGNOSTICS AND CENTRALIZED DATA MANAGEMENT

Before the digital transition, the company suffered from a lack of centralized asset history, making it impossible to track previous corrective or preventive services. Now, Fleetrock integrates directly with vehicle telematics to provide an immediate reading of fault codes for every truck in the fleet. This eliminates the need to toggle between different systems to hunt for diagnostic data before a vehicle arrives for service. Having all relevant technical information in one place has resulted in a 100% increase in data quality and visibility. This centralized approach ensures that when a truck enters the shop, the technicians already have a comprehensive understanding of its mechanical health.

### OPERATIONAL VELOCITY AND DATA-DRIVEN FLEET PLANNING

The adoption of mobile platforms has revolutionized the shop floor by allowing technicians to complete paperwork digitally in real time. Previously, units were held up from being released until a technician could manually finish their administrative tasks, creating unnecessary bottlenecks. By moving this process to mobile devices, Miller Freight has slashed vehicle downtime by 50% and significantly reduced the administrative burden of PM services. Beyond the immediate shop floor gains, the wealth of historical data now allows leadership to make informed decisions about the future of their fleet. They can now accurately predict when to sell older units or invest in new ones based on a comprehensive record of unit performance.

The future of fleet management is here, and it rocks