



Bison Transport is generating savings with MVASIST



“MVASIST provides us with an accurate, consistent and comprehensive process that is generating savings. With the platform, we can see the exact communication that took place between Bison and a service provider, removing the possibility of lost or deleted emails, faxes and phone messages. That eliminates the time it takes to address discrepancies, while knowing exactly when a repair is done cuts downtime and improves vehicle utilization.”

Braedy Tritthart,
Coordinator of Outsourced Maintenance,
Bison Transport

Bison Transport, headquartered in Winnipeg, Manitoba, is one of the largest truckload carriers in Canada. The carrier fields over 1,000 tractors providing dry van, refrigerated, intermodal, logistics, dedicated fleet and other related services throughout Canada and the 48 lower U.S. states. The Bison fleet operates from terminals in Manitoba, Ontario, Saskatchewan and Alberta.

CHALLENGE

Enhancing communication about service and repairs - A more effective and consistent method of communication with service providers was needed to cut administrative time and reduce downtime at Bison Transport.

SOLUTION

Bison Transport adopted MVASIST, the service management platform developed by Decisiv, Inc in partnership with Volvo Trucks North America and now in use at Volvo Truck dealer locations throughout North America. MVASIST connects external service locations, giving fleet managers easy and immediate access to their various internal and external service providers. This enhanced communication helps ensure that repairs are handled accurately and in a timely manner.

RESULT

Better control over breakdown and warranty service leads to administrative and downtime cost savings - MVASIST allows Bison to communicate with dealers, even before a vehicle arrives at a service location. With access to an electronic folder of vehicle information, service facilities can view the fleet's or individual vehicle's preferred maintenance and repair procedures, warranty coverage, parts pricing programs, and more.

“MVASIST is now our main conduit for information about the status of a repair. It not only streamlines communication between us and our service providers, because all of the specification and warranty information about a vehicle is in the system it also gives us much greater control over our equipment. A better supplier relationship leads to lower administrative costs, and virtually eliminates issues that could occur when we're working with a dealer location on the road.”

Violet Hauptkorn
Breakdown Maintenance Coordinator
Bison Transport

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