



# KENAN TRANSPORT IS BOOSTING EFFICIENCY AND PRODUCTIVITY WITH THE MVASIST FLEET PORTAL.



“In our business, knowing accurate equipment and maintenance costs is absolutely essential for making good decisions. The MVASIST Fleet Portal provides up to the minute reporting that takes all the guesswork out of service and repair decisions, and means lower costs and greater vehicle efficiency and productivity. The more we use the MVASIST Fleet Portal to communicate with dealers and service locations and make better decisions, the greater the benefits we are deriving. We would like to see all of our vendors using the MVASIST platform.”

**John Rauschl,**  
Manager Fleet Accounts,  
Kenan Advantage Group

Kenan Transport Company, based in Chapel Hill, North Carolina, delivers a variety of petroleum and chemical products, including gasoline, jet fuel and propane, in an operating area that spans from Virginia to Florida and from Arkansas to the Atlantic coast. Kenan Transport is part of the Kenan Advantage Group, the largest independent fuels delivery carrier in North America with operations in 32 states that annually distribute approximately 260 billion gallons of petroleum products.

## NEEDS

With a widespread operating area, Kenan Transport routinely has vehicles serviced and repaired at a number of Mack Trucks dealerships in the southeastern US. Included are Mack Truck Sales of Charlotte, TranSource in Rocky Mount, NC, Shealy Mack Distributors in Duncan, SC, and Nextran Truck Center in Pompano Beach, FL, among others.

**COMMUNICATION CHALLENGE** - With a large fleet of vehicles Kenan needed to know when tractors were brought to a dealer service location for repair. While all outside maintenance and warranty work on company vehicles is managed centrally, the company's main office would not always be advised of repairs in advance, especially if they were covered by warranty.

**CONTROLLING PROCESSES** - Kenan had a need to document repair estimates in a timely and accurate fashion or risk not being able to fully control service processes for its fleet. Without this documentation, costs could easily spiral out of control.

**SERVICE CONSISTENCY** - Managing a large number of inspection, maintenance and repair transactions in various locations across the Kenan fleet's operating area was challenging. A more consistent approach would lead to more effective service and could be customized to the fleet's specific requirements and needs.

## SOLUTIONS

Kenan Transport is now making full use of the MVASIST Fleet Portal built on MVASIST Service Management Platform. MVASIST is used by Kenan to capture and maintain inspection, maintenance and repair requirements, including pre-write up instructions, authorization limits and approval processes, and provide it electronically to Mack dealer service locations.

- The MVASIST Fleet Portal enables Kenan to build an electronic resource library that travels with its trucks. Inspections, campaigns and maintenance requirements are all communicated effectively and efficiently to dealers, regardless of location.
- Through the MVASIST Fleet Portal, Mack dealers who repair Kenan assets create an estimate using MVASIST on every vehicle that comes in for any service, before they begin working on trucks.
- At Decisiv's suggestion, Kenan developed a "Kenan Inspection" in the MVASIST Fleet Portal. Now required anytime a Kenan tractor is at a dealer for service work, the Kenan Inspection is automatically loaded into the MVASIST estimate every time one is opened on a Kenan truck. The inspection covers items including tires, lights, seat belts, and safety equipment.

## RESULTS

By using MVASIST to initiate service and automatically incorporate the Kenan Inspection on all its vehicles, Kenan Transport is better able to track their vehicles at a Mack dealer location. In addition, MVASIST replaces a convoluted and time-consuming repair approval process with a faster, more accurate and complete system.

**COMMUNICATION EFFICIENCY** - Using the MVASIST Fleet Portal to communicate accurate information consistently with dealer service writers is allowing Kenan to benefit from the ability to make effective decisions quickly, and ensure that agreed upon operations reflect the fleet's specific requirements for inspections, maintenance and repairs. Accurate information also means a reduction in management oversight and processing time.

**LOWERING COSTS** - By controlling and documenting repair and service needs with MVASIST Fleet Portal, Kenan has seen more appropriate pricing. This more accurate approach, which also translates into avoiding incorrect or too high charges, is also lowering costs for the fleet.

**IMPROVING UPTIME** - By enabling a more timely and consistent process for repair decisions, the MVASIST Fleet Portal leads to less vehicle downtime for Kenan. Better utilization and greater vehicle up time also help lower operating costs.

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