



Braun's Express Is Realizing Savings with MVASIST/FleetPlus

Using the service management platform developed for Mack Trucks by Decisiv, carrier is boosting management efficiency and productivity through improved workflow and communication



"With MVASIST/FleetPlus we're realizing efficiencies which ultimately means cost savings. This new technology helps to improve productivity in workflow and business processes. The platform enables us to communicate effectively with dealers, and it gives us the ability to easily view, efficiently manage and audit our service activity at all terminals and for all power units. With MVASIST/FleetPlus things do not slip through the cracks. It is a great management tool."

David Normandin
President
Braun's Express

Braun's Express, headquartered in Hopedale, Massachusetts, specializes in LTL receiving, consolidation, shipping and delivery of carpeting and related flooring products. The carrier, which also provides truckload service throughout the eastern U.S., operates from five terminals in Massachusetts, New Jersey, Maryland, New York and Georgia with a fleet of 85 Mack tractors, 26 Mack straight trucks and 185 Great Dane trailers.

CHALLENGES

MANAGING MAINTENANCE EFFECTIVELY - Due to the nature of its operation, Braun's found it hard to keep up with maintenance and repairs in its own shops. The carrier also needed to better monitor and manage repair and warranty activity at dealerships.

A MORE EFFECTIVE MEANS OF COMMUNICATION WITH SERVICE LOCATIONS - Spending considerable time communicating with service locations by phone and FAX was costing Braun's valuable management time. Leaving gaps in the process, ineffective communication processes also meant PMs and repairs were not always done on time and to the fleet's exact specifications.

SOLUTION

Braun's Express has adopted the MVASIST/FleetPlus platform, developed for Mack Trucks dealers by Decisiv, Inc., to manage its vehicle maintenance operations and to communicate more effectively with service locations. The technology allows the fleet and its service providers to share information throughout a service event, all within a single web portal.

A Fleet Profile established by Braun's in MVASIST/FleetPlus for each of its vehicles details the company's preferred maintenance and repair practices everywhere a vehicle travels, even if it has never been to a particular service location before.

The MVASIST/FleetPlus platform provides Electronic Folders for organizing and easily accessing vehicle details, estimates including any changes agreed to, pictures, documents, electronic conversations with the service location, results of inspections, and more.

Braun's uses the MVASIST/FleetPlus platform to electronically contact and request service by selecting a vehicle, entering its location and describing the

problem. Once the closest facility is found, a message is sent electronically to the dealer. The Mack Trucks service location then has instant access to a particular fleet or vehicle profile based on a Braun's Express VIN or unit number.

MVASIST/FleetPlus communication, including approval by the senior managers, is now required prior to any work being performed on a Braun's vehicle. In addition, service locations are now required to post work order estimates, work authorization, PO numbers, and attach all invoices to each repair event. Faxed copies have virtually been eliminated.

RESULTS

For Braun's Express, MVASIST/Fleet Plus developed by Decisiv is enabling the fleet to more effectively and productively manage vehicle maintenance and repairs. Today, the platform is in constant use for communicating with Mack Trucks dealers located near its five terminals, and at an extensive network of service locations if repairs are needed along the carrier's routes.

SAVING TIME AND BOOSTING MANAGEMENT PRODUCTIVITY - Braun's relationship with Mack Trucks dealers and its use of the MVASIST/FleetPlus platform are cutting the time and expense involved with operating company shops. The ability to have repairs, warranty work and routine maintenance completed at pre-determined parts and labor prices is generating savings by improving workflow and business processes.

COMMUNICATING MORE EFFECTIVELY - Using MVASIST/FleetPlus to communicate and work closely with service locations and Mack Trucks district service managers, Braun's vehicles are being serviced in a more timely fashion. The platform is also enabling the fleet's management team to make better decisions because all vehicle and service information, regardless of its location, is neatly organized in one format. Readily accessible on the platform's web portal, the information is also archived for resolution of problems that might arise and for long-term trend analysis into fleet performance.

"With technology always changing, it's important to keep up with new developments that can help improve our operating efficiency and productivity. We attribute a lot of our success to technologies like MVASIST/FleetPlus. It's more cost efficient and productive for us to handle maintenance and repairs this way."

Cynthia Normandin
Vice President
Braun's Express

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