Case Study

Large Utilities Provider Achieves End-to-End Visibility for Optimized Productivity, Planning & Billing with IntelliShift

Before adopting IntelliShift, the utilities provider had little visibility into where their assets were or what they were doing. They were also unable to accurately collect other basic but vital operational data such as mileage.

Transportation, Equipment and Operations Manager, Tom S., says the team ultimately chose IntelliShift because it could do what other systems couldn't — easily integrate with, and pull data, from their multiple enterprise systems.

Client Since: 2015

Industry: Energy

Assets with IntelliShift: 1,470

A large utilities provider in the Northeast supports the electric transmission and distribution for more than 1 million customers.

Challenges	Goals
Unreliable telematics data	Real-time and historical data they can rely on to inform daily operations, budgetary processes and cradle-to-grave reporting
Lack of visibility into available resources and asset usage details	A connected system that offers visibility for efficient resource planning and streamlined billing
Manual data entry into their ERP system	Seamless integration with the existing ERP system for a real-time picture and accurate data

IntelliShift
a division of VTS

Life with IntelliShift

The company relies on a few enterprise systems to manage every aspect of its operations, including billing, maintenance, repairs, violations and administrative costs. Every detail about its asset operations are stored and saved. Any glitch in the data or systems causes ripple effects for its business operations and prevents the ability to manage key processes:

- Daily resource management and dispatching
- Cradle-to-grave tracking
- Optimization planning — knowing which assets are over or underutilized
- Billing operating groups for usage costs (fuel, wear and tear, tickets, tolls, etc.)
- Triggering maintenance scheduling

Increasing Safety & Accountability

"The safety of our employees and the public are priorities," Tom said. "This was a goal for us and we have achieved that goal. We used to receive a lot of customer complaints — even just for being parked in the 'wrong' spot. Our claims department would constantly get claims for damaged fences or grass but with IntelliShift we are able to prove it wasn't us, reducing the amount of claims we pay out."

They also use the data to educate their drivers on safe operating behavior. "We use the data to drive conversations and show them where and how they can make improvements. IntelliShift makes us more informed, safer, more efficient and has improved our public image."

Stakeholders Saw Immediate Cost Savings

Tom says the team "immediately" began to see a drop in both fuel consumption and total miles after introducing IntelliShift to his multidimensional fleet operations.

"Once we really had a handle on it, our accident rate also decreased, along with our idle time," he says. "We produce a 'monthly professional driver scorecard,' spanning all lines of business, and it shows a decrease in accidents per month along with all other basic metrics including rapid acceleration, hard braking, speed within working yards, idling and red-light violations."

The company uses IntelliShift's API to push and pull data from its ERP system, where his team then prepares this scorecard report. The report is critical to organization-wide visibility and to demonstrating value and ROI.

Because integration with current systems was so important to their business, when deciding to incorporate IntelliShift into their tech stack, Tom made sure to involve several internal stakeholders: the operations group, a large IT contingent and security. In the end, IntelliShift was the only vendor that checked off all of their boxes.

IntelliShift "Really Stands Out" from the Competition

"It's a great product," he says. "It's top notch. We've looked at pretty much everything on the market and IntelliShift really stands out. The product is by far the best in my estimation. Ease of use too — it's very easy to navigate. On the backend, the analytics are far superior to other products we looked at, especially with the API interface that my analytics team uses. No complaints!"

10%
reduction in fuel consumption

33%
decrease in accidents

15%
decrease in red light violations

23%
fewer speeding incidents

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