



EMEPA Achieves Dynamic Employee Safety and Increased Customer Satisfaction with IntelliShift

UTILITIES SAFETY CASE STUDY

THE CHALLENGE

Prevent Driver Safety Incidents

East Mississippi Electric Power Association (EMEPA) is a member-owned electric cooperative that delivers dependable electricity to improve the lives of its 37,000 members and the economy in the east Mississippi region.

To proactively support its customer-centric, safety-first mission, EMEPA decided to up-level its fleet management technology to ensure the protection and safety of each driver on the front lines of customer service around the clock and through all types of weather.

EMEPA had previously experienced driver safety incidents that prompted leadership to seek a more robust fleet management solution to better protect its drivers, members, and the public. It sought to connect its telematics and fleet data to provide deeper analytics and reporting to ensure driver safety, discourage speeding, and deliver optimal customer satisfaction.

THE SOLUTION

Up-Level Fleet Management Technology to Ensure Driver Safety

EMEPA's goals were to find something simple, easy to use, and compatible with its existing software. Through the selection process, the company compared five vendors who were all priced similarly yet delivered varying levels of driver analytics. Some of the solutions the team considered had overly complex methods for running reports, while others lacked in the area of customer onboarding and support.

Working with Future Tech, a professional services consultant and systems integrator, EMEPA conducted comprehensive due diligence leading to the selection of IntelliShift because it offered more benefits in comparison to the other traditional out-of-the-box solutions. Out of all the vendors

Seeking Tech Expertise

Future Tech (futuretechllc.com) delivers high-quality, end-to-end professional services for turnkey system integration solutions from design, device ecosystem, proof of concepts, network rollout, optimization, and SLAs to drive value for carrier and industrial customers.

The company teamed with EMEPA decision-makers to move the utility provider's fleet beyond basic GPS capabilities. The result was streamlined data intelligence, increased safety, and happy customers.

considered, IntelliShift was the only provider able to deliver the frequent data updates the company needed to guarantee employee safety from afar.

The IntelliShift Onboarding and Client Success teams worked with EMEPA to configure its platform to set the organization on the path to success. IntelliShift's API provided seamless integration with EMEPA's outage management software (OMS) to more readily push and pull location data for the team of linemen servicing the cooperative's rural customers.

Additionally, EMEPA utilizes IntelliShift's driver scorecards to coach drivers. IntelliShift's reporting mechanism details if individuals are driving safely and sends managers automated text messages when individuals exceed the speed parameters. IntelliShift also provides insight into a driver's on-road activities and attributes risk and safety scoring based on speeding, seat belt usage, hard braking, aggressive turning, hard acceleration, hours of service, and unauthorized vehicle usage.

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EMEPA's data transparency gives managers the visibility into the exact location of each vehicle at any point in the day – information essential to preventing concern of driver safety or whereabouts in the event of vehicle breakdown or in a dangerous storm.

“With IntelliShift, EMEPA has increased customer satisfaction and improved driver safety while eliminating speeding,” states Jason Alexander, Communications Infrastructure Supervisor at EMEPA. “Our team has a true business partner that provides top-notch customer support that is responsive, respectful, and honest. Requests to our previous vendor's customer service team would often take longer than expected - thankfully we don't have to worry about that anymore.”

THE RESULT

Decreased Update Intervals from 60 to 10 Seconds & Enhanced Safety

One of the biggest improvements EMEPA realized with IntelliShift was the drastic reduction of timed updates decreasing from 60 seconds to 10-second intervals. Having critical driver locations for each of its 120 vehicle operators not only increases safety but also productivity since EMEPA can dispatch the closest operator to a customer experiencing an electrical outage. Frequent updates provide essential information useful in the event of a storm or if emergency maintenance services are needed in the field.

EMEPA is thrilled with the results of IntelliShift and highly recommends it to other companies looking to optimize their fleet data in a way that better operationalizes their business. “The IntelliShift platform has been an all-around positive experience, and we look forward to a continued partnership to better serve our employees and customers well into the future,” says Alexander.

Today each EMEPA driver is better equipped to service regional members by preventing outages, responding to emergencies, and most importantly having an enhanced level of safety as a result of utilizing modern technology. “The nature of our business requires each driver in our fleet of 120 to be nimble, and most importantly, safe. Investing in employees’ well-being gives us peace of mind,” stated Alexander.

IntelliShift Is A Next-Gen Asset and Fleet Operations Intelligence Platform



About IntelliShift

IntelliShift, a division of VTS, offers a next-generation fleet and operations intelligence platform to address today's evolving business needs and align enterprise operations with business goals. VTS is an innovative technology company transforming how fleet-driven organizations make business decisions. The company's client-first premise and 20 years of deep fleet knowledge move clients beyond traditional one-size-fits-all fleet management to provide configurable solutions that support insight-driven decision-making.

Learn how IntelliShift connects your data, people, and processes to maximize operator and fleet-wide safety.

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