



CUSTOMER CASE STUDY

“

MiX puts their money where their mouth is and lets us trial the system; no-one else was willing to do that. - Andrew Richmond, Managing Director

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About MiX Telematics

MiX Telematics is a leading global provider of fleet and mobile asset management solutions delivered as Software-as-a-Service, or SaaS, to customers in over 120 countries. The company's products and services provide enterprise fleets, small fleets and consumers with solutions for efficiency, safety, compliance and security.

CUSTOMER

Carey Worldwide Chauffeur Services

REGION

United Kingdom

BUSINESS

Chaffeur Services / Public Transport

TOTAL FLEET SIZE

150

RESULTS

Mercedes-Benz E-Class, V-Class and S-Class executive cars

CUSTOMER WEBSITE

www.richmonds-coaches.co.uk/

Overview

Established in 1946, Richmond's Coaches is a family-owned coach hire company situated near Cambridge. Its fleet of modern, highly specified coaches are available for hire.

Richmond's prides itself on being one of the leading coach companies in the South East of England. The company is a member of the prestigious Guild of British Coach Operators and is regularly audited for compliance using demanding quality assurance requirements.

Business Challenge

Richmond's needed to be able to track the location of their fleet of 20 coaches and three buses at any time, helping to give accountability to their assets.

Along with needing to see the location of their vehicles, Richmond's also wanted to be able to see the state of their vehicles' engines so as to identify potential issues before damage was done.

Solution Provided

As a long-standing customer, Richmond's had operated with previous MiX solutions reporting into the FM-Web platform. The organisation recently migrated to MiX Fleet Manager reporting into the new and improved DynaMiX platform, and is now successfully operating with the new system.

The enhanced navigation and functionality provides secure 24-hour access to fleet data, while advanced reporting and analytics tools enable informed decisions to be taken for the overall improvement of a fleet's performance.

MiX Fleet Manager allows Richmond's to view all their vehicles' locations in real-time. RAG (Red, Amber, Green) reports generated via MiX Insight Reports, a module within MiX Fleet manager, has enabled Richmond's to reduce their fuel spend and review overall driver performance by scoring them from the report.

RESULTS

With the help of their fleet consultant, Sue Kairies.

"Our Fleet Consultant, Sue, is totally dedicated to us.

She is a big part of the reason why we are with MiX Telematics," says Andrew Richmond, Managing Director of Richmond's.

Vehicle data used in accident investigations is also of great benefit as it gives a detailed report on minute-by-minute movements of a vehicle as well as the factors of investigation work like vehicle speed, acceleration and braking.

These have all benefited Richmond's over the period of their contract.

Results Obtained

Apart from helping them to manage their fleet operation with optimum efficiency, the system has allowed Richmond's to save money on overall fuel spend across their fleet. Andrew says, "We have managed to save 2% on our fuel spend, meaning that the system is now cost neutral."

Another impressive result is that Richmond's has been able to set up tailored events reporting on engine statuses, resulting in them identifying potential vehicle defects and addressing these before they can permanently damage the engine.

Andrew comments that, "MiX Telematics has a good software platform offering more capabilities than we actually use, but this allows us to look at other elements and gain more from the system over time."

Andrew concludes, "MiX Telematics provides a great service, which has benefitted us hugely. The best thing is our Fleet Consultant, Sue."

