

CUSTOMER CASE STUDY

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A driver behaviour improvement of 98.7% is beyond our expectation. Vehicle maintenance costs have been reduced, and we have experienced a saving of over \$40,000 on suspension repairs alone. The ability to identify unruly operator behaviour helps us retain our bigger clients where safe driving habits are paramount.

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Trent Ulmer – Operations Manager, Dunns Earthmoving



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.



TELEMATICS
MOBILE INFORMATION EXCHANGE



CUSTOMER

Dunns Earthmoving

COUNTRY

Cooper Basin South Australia

INDUSTRY

Earthmoving / Oil and Gas

TOTAL FLEET SIZE

55

CUSTOMER WEBSITE

www.dunnsearthmoving.com/

About the customer

Dunns Earthmoving Pty Ltd is an Australian company recognised as a leading provider in earthmoving and related services within the Cooper-Eromanga Basin and Central Australia. With the head office based in Adelaide and a field operations office in the Cooper-Eromanga Basin, Dunns Earthmoving has the capability to provide high quality services and equipment to clients across remote areas of Australia.

Business Challenge

Dunns Earthmoving had a goal to promote safe and efficient driving habits. The requirement was to better manage their drivers and vehicles as well as to locate their remote vehicles at all times. In addition, the customer wanted to measure the times and attendance of their drivers' shifts in order to boost customer service levels.

Dunns Earthmoving was also experiencing a high level of vehicle damage due to harsh road conditions, and sought a solution that would enable them to limit this damage.

Solution Provided

Dunns Earthmoving made use of a MiX Telematics fleet management solution to effectively manage their risk, which included tools to support and manage their lone workers.

Implementation

The MiX Telematics fleet management solution was installed in 48 vehicles in partnership with Australian channel partner Intellifleet. The solution includes In-Vehicle Monitoring Systems (IVMS), satellite tracking, roll-over and panic alerts as well as advanced reporting and analytics. Installation took place with ease and simultaneously, with some additional vehicles being fitted as they were purchased.

Results Obtained

Dunns Earthmoving was impressed with the flexibility of the solution as well as the quality of the automated reporting, which also refers to 'RAG' or 'Red-Amber-Green' driver scoring reports.

A shift in driver behaviour took place, with the customer reporting a massive driver scoring improvement of 98.7%. A significant reduction in vehicle damage was also achieved, due to the reported decrease in abusive driving habits.

In terms of vehicle maintenance costs, the customer experienced a saving of over \$40,000 on suspension repairs alone, which were in the past caused by abusive driving habits. In addition, Dunns Earthmoving was able to comply with their bigger clients' safety policies, which in turn aided the retention of these contracts.

Dunns Earthmoving also benefited from fuel cost reductions, while reporting that they received excellent after-sales support.

Live in-cab feedback on events such as over-revving and excessive idling is a key component of the solution, which enabled drivers to correct poor driving style in real-time. Detailed breach reports were also used by Dunns Earthmoving for the purpose of disciplinarys.

"The solution is a great fit for our business and has provided us with great results. Products are robust, and without mobile coverage the solution works equally well via the Wifi download system," said Trent Ulmer, Operations Manager at Dunns Earthmoving.

About Intellifleet

Intellifleet carries a wide range of products that facilitate a number of industries including Transport and Logistics, Oil and Gas, Bus and Coach and Service Fleets, by helping to improve service levels, safeguard vehicles and drivers, improve customer communication, improve fuel economy and lower maintenance costs. The company prides itself on delivering exceptional customer service well after the point of sale, bringing about positive business results for their clients.

