AGILE FLEET
FLEET MANAGEMENT SOLUTIONS

TRANSFORMING RESERVATIONS FOR A BUSY MOTOR POOL

How automating an energy company's motor pool management process helped save money and time.

Efficiency is the driving force behind successful fleet operations. Small process improvements can lead to significant gains in fleet productivity and cost-efficiency, while minor inefficiencies can drive up expenses and operational challenges, according to Ethan Nall, fleet manager for Devon Energy, a U.S. energy company headquartered in Oklahoma City.

Nall oversees a fleet of 1,300 vehicles for the independent energy company where small inefficiencies with the company's manual vehicle reservation system were creating big headaches.

Besides managing one-ton vehicles equipped with crane lifts and compressors for drilling work in the field, Nall also maintains a motor pool to transport employees to field visits, offsite meetings and events. Employees require easy access to these vehicles, but he says the fleet's manual vehicle reservation system was burdensome and restricted access.

Through a strategic partnership with Agile Fleet and its FleetCommander software, Nall and his team have improved the way the company handles vehicle reservations and management, leading to greater efficiency and cost savings.

Today, Devon Energy utilizes FleetCommander for:

➜ **Vehicle Usage**—FleetCommander alerts when vehicles are road ready and available for use. A cursory review reveals maintenance completion, vehicle washing, and availability status.

➜ **Analytics & Reporting**—FleetCommander gives Nall access to reports and analytics for vehicle utilization, maintenance, driver records, expenses, and more.

He points out that using FleetCommander helps him balance vehicle use.

"I need to make sure we have safe and reliable vehicles for our people who spend 8 to 10 hours a day in those vehicles," Nall says. "That means I have to make sure we are utilizing them correctly and optimizing routes to keep miles down."

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MANAGING THE MOTOR POOL

"We have about 1,000 employees in the Oklahoma corporate office," Nall says. "These employees use the motor pool to travel to meetings or conferences."

Sounds simple enough, but before FleetCommander, Nall says the company used a manual process to manage its 40- to 50-vehicle motor pool, which included SUVs and a few pickup trucks. A full-time Help Desk team managed reservations with a spreadsheet, he explains.

"Employees would physically go to the Help Desk and ask for a vehicle on a specific date," he says. "A Help Desk representative would assist them with scheduling a vehicle, then would hand the employee a gas card, keys, and everything they needed for that particular vehicle."

However, the Help Desk was only open from 7 a.m. to 5 p.m., Monday through Thursday, so if someone needed a vehicle over the weekend, they had to pick it up on Thursday.

"Our 9/80 work schedule allows people to work nine hours per day and take every other Friday off. That required employees to pick up vehicles

Adding FleetCommander helped right-size the motor pool, reduce Help Desk employee headcount, and streamline the process.

on Thursday for the weekend or the following week," he says. "This situation created a problem with optimization and utilization. We had a couple of days where employees could not get a vehicle."

The company handled this problem by adding extra vehicles to the motor pool.

Nall also had to staff the Help Desk during lunch hours and breaks so employees could reserve vehicles. He says he needed four people to staff the desk at all times.

"We even had to alternate lunches," he says.

Having four people manage reservations also created spreadsheet errors, he adds. "It got confusing," he says. "If someone forgot to save the spreadsheet, the reservations they made did not show up."

These challenges sent Nall on a quest for solutions in 2015. Adding FleetCommander helped right-size the motor pool and streamline and reduce Help Desk resources.

HOW REGISTRATIONS WORK WITH FLEETCOMMANDER

FleetCommander has helped Nall automate vehicle registrations and approvals. Employees, he says, now reserve vehicles on their own through the Agile Fleet website.

Approved drivers use a QR Code to reserve vehicles online and retrieve keys from an Agile Fleet integrated kiosk system in the garage. The system verifies all credentials are up to date and assigns vehicles accordingly. It also records all vehicle and driver assignments, according to Nall.

Once the reservation is approved, drivers retrieve keys from the kiosk and pick up the vehicles up to 15 minutes before the scheduled time.

Upon return, drivers log back in and return keys to the kiosk. The system then notifies care specialists to prepare the vehicle for the next trip. Nall explains there is a 15-minute window for the carwash group to wash the vehicle and technicians to check it over.

"Once these things are done, the vehicle can be checked out by the next person," he says. "If a light comes on noting the vehicle needs an oil change or the check engine light is on, employees can leave a note in the system. We receive an alert via email about the problem. Our Help Desk employees make a service appointment with the local dealership to pick up the vehicle and do the work."

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Through FleetCommander, the dealership receives all the information it needs to service the vehicle. Authorized dealership technicians grab keys from the kiosk, take the car to the dealership, and return both once repairs are complete.

He adds the system has significantly reduced issues with lost keys. "We know exactly where the keys are and who had them last. If they didn't return the keys to the kiosk, we can reach out and ask them to return them so the next person can take the vehicle," he says.

Though FleetCommander can verify drivers for driver compliance purposes, Nall does not use the tool for this purpose. Devon Energy employees file a questionnaire about their eligibility to drive company vehicles and their driver's license information with a Human Resources Representative ("HR"), who then conducts an annual check through the Department of Motor Vehicles ("DMV"), then adds this information to FleetCommander so drivers can reserve vehicles through the system.

SAVING TIME AND MONEY

The new reservation process has saved the company time and money, according to Nall.

He says the company has streamlined and reduced the Help Desk resources required to manage the new process since adding the system. The tool helps him operate the Help Desk more efficiently. "If someone has to change a reservation, they can come to the Help Desk and it takes 5 minutes to update the reservation," he says. "We no longer have to manually leverage a spreadsheet."

"We decreased our motor pool from 40 to 50 vehicles to just 11 vehicles."

The tool also trimmed Help Desk employee training time, according to Nall. Help Desk employees go through a day of training to operate the system, he says.

The company also reduced the number of vehicles in its motor pool. "We decreased our motor pool from 40 to 50 vehicles to just 11 vehicles that need to be replaced every 5 years," he says.

REPORTING BENEFITS

Nall says he used to run optimization and utilization reports monthly to ensure they were using vehicles correctly, but with reductions in fleet size, he no longer runs as many optimization reports, he says.

Nall now only runs one report a year to find out which departments use pool vehicles the most. Armed with this information, he reaches out to those departments to inquire about any specific needs.

"I say, 'You are the top users of my pool vehicles, is there anything you'd like to see me change? Is there anything else you need?' That's where this report is really helpful," Nall says.

ABOUT AGILE FLEET

Agile Fleet has provided industry-leading fleet management vehicle sharing and key control technologies for over 22 years. Over 250,000 drivers and fleet commanders in government, higher education and industry leverage FleetCommander to access shared vehicles every day.

FleetCommander empowers fleet managers with data, offering tools to understand and optimize vehicle utilization, provide excellent customer service to driver communities, and make informed data-driven decisions about the size, composition, and operation of their fleets.

To learn more about Agile Fleet and how FleetCommander might be used in your fleet, visit the website at www.agilefleet.com, call (571) 498-7555 or email sales@agilefleet.com

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