



Case Study

# Saving Time and Money for a Construction Service Provider

# Challenge

Operating in the Greater Vancouver area, the Mainland Group of Companies is a multi-discipline construction service provider of civil engineering, shoring, and excavation. Mainland is recognized and respected throughout the construction industry, and is currently expanding into other areas in British Columbia.

Before approaching us, Mainland Group was challenged with streamlining and consolidating their driver fuel and maintenance purchases. Multiple vendors in different locations serviced vehicles, and Mainland didn't have a central database to show how much they were spending on fuel and maintenance.

Instead, drivers would pay for service with a credit card and expense it, or phone Mainland headquarters for a purchase order. This was often time consuming and inefficient, and even led to unnecessary vehicle downtime.

Needless to say, Mainland spent a lot of time finding service shops, booking appointments, arranging payments, and creating expense reports. They needed a unifying solution.

They were also looking for a long-term partner who could grow with them into the future, providing all the services they needed. Having had sub-par experiences with other fleet management companies, Mainland wanted a solution that was simpler to use, and less cumbersome for both vendors and administration.

# Strategy

We knew Mainland needed a better way to manage driver fuel and maintenance purchases. They needed something that was more convenient for drivers and less of a burden for administrators.

So we put our one-card fuel and maintenance solution into place. Our focus was to improve how drivers made purchases, provide clear information on where Mainland's money was being spent, and reduce the workload for management.

## Key Services



Fuel and maintenance card



Data management and analysis



Strategies for driver behaviour improvements



## SHOWCASE #1

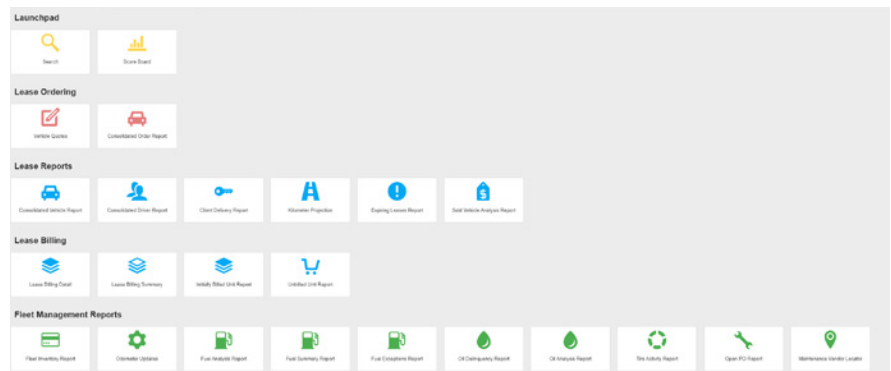
### Streamlining Fuel and Maintenance Purchases

With our one-card solution, Mainland Group was able to go from dealing with multiple service vendors to simply using one card for everything.

As a result, Mainland's mobile workforce now has an easier time getting work done on their vehicles. In addition, their drivers can use the Foss National fleet card to purchase fuel at all major fuel stations—Esso, Petro, Chevron, Shell, Husky, and others.

Our fleet card system also freed up a significant amount of time for Mainland's administration. Instead of spending hours trying to sort out credit cards and invoices, they now receive one invoice at the end of each month that consolidates all fuel and maintenance purchases.

Our easy-to-use software tool has streamlined Mainland's accounting, invoicing, and payment system, so now they can measure exactly how much it costs to operate their fleet—something they weren't able to do in the past.



Foss National Leasing's fleet manager portal



## SHOWCASE #2

### Addressing Fuel Fraud

Before working with us, Mainland had no way of tracking how much fuel was being purchased for a specific piece of equipment. All they saw was a dollar amount, and they couldn't tell if drivers were purchasing more fuel than their equipment required.

With our fleet card, management can now see whether drivers are using the proper card for the proper piece of equipment. The result is that they can track their true costs much more accurately.



## SHOWCASE #3

### Improving Tracking of True Equipment Costs

Since working with us, Mainland has been able to track the true cost per hour of each piece of equipment. This allows them to make better decisions regarding the types of service that each vehicle requires, and they've been able to drill down into specific metrics such as comparing the cost per kilometre of maintenance with the cost of fuel per kilometre.



### SHOWCASE #3

## Improving Maintenance While Reducing Costs

In the past, Mainland drivers would go in for a service and pay on credit card. But with no proper tracking or maintenance schedules in place, no one knew if a driver had really done the oil change, or even if the oil change was necessary.

Now, Mainland receives reminders from us regarding preventative maintenance. We have the data and can run analytics that indicate what maintenance is necessary, and when.

Additionally, our technicians audit all recommended maintenance for Mainland's vehicles before any maintenance gets done. We help Mainland save money by denying unnecessary upsell maintenance/repair work, recommending national account vendors, and even denying work on vehicles that may be due to be replaced with new vehicles.

This ensures that all suggested work is actually required, and that drivers aren't being upsold unnecessarily. We also ensure they're paying a fair rate for all work done.

On average, we save our customers, including Mainland, \$60 per maintenance purchase order.

Saving \$60 per  
maintenance  
purchase order

# Driving Innovation

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