

Transforming Fleet Maintenance Operations for a Transportation Regulatory Authority

Industry: Public Sector - Transportation
Company Size: ~100 employees



Business Problem

The client faced operational inefficiencies due to the lack of a centralized fleet registry, limited visibility into maintenance history, and reliance on paper-based processes. Delayed insurance claims, manual cost tracking, and inefficient invoicing further hindered productivity and timely decision-making.

How Intertec Helped

Intertec partnered with the client to deploy a Next-Generation EAM Solution to revolutionize their fleet maintenance processes:

- **Digital Transformation:** Introduced a Digital Workshop to automate all maintenance processes, seamlessly integrating with other ecosystems.
- **Mobility Solutions:** Enabled mobile access for requestors and engineers to enhance on-ground efficiency.
- **Insurance Process Optimization:** Digitized claims processes to expedite work order approvals.
- **Inventory Management:** Configured modules for optimized spare parts management and streamlined purchasing processes.
- **Analytics Integration:** Delivered a 360-degree view of fleet operations through advanced analytics, enabling data-driven decision-making.

Through close collaboration with stakeholders, Intertec ensured the solution aligned perfectly with the client's needs, offering end-to-end support and training.

Business Outcomes Delivered

- **Comprehensive Maintenance Tracking:** Enhanced tracking of all corrective, preventive, and accident-related work.
- **Digital Records:** Transitioned from paper-based to digital records, enabling quick retrieval and better service visibility.
- **Accurate Work Orders:** Improved cost estimation for labor, parts, and services, streamlining invoicing.
- **Quality Assurance:** Enhanced quality control through repeat work order checks.
- **Streamlined Procurement:** Automated PR, PO, and receipt processes, reducing errors and saving time.
- **Improved Metrics Visibility:** Real-time insights into revenue, PM compliance, job completion time, and maintenance costs.
- **Automated Notifications:** Service reminders, email alerts, and approvals were automated for seamless communication.
- **Operational Efficiency:** Digitally enabled inspections and approvals optimized task execution and delegation.

This holistic approach empowered the client to enhance their fleet maintenance efficiency, reduce downtime, and improve overall operational performance.