

CASE STUDY



Milestone



IMPROVING FLEET VISIBILITY TO SUPPORT BETTER DECISION MAKING

ABOUT THE CLIENT

Milestone Contractors is an Indiana-based heavy civil contractor specializing in highway and bridge construction. As a fully integrated contractor with 8 principal offices throughout Indiana, the company also operates 23 hot-mix asphalt plants and 2 concrete batch plants.

CLIENT SITUATION

Growing companies need timely data to support their decision making, and Milestone found itself at a turning point.

The lack of visibility into their assets was affecting their maintenance program and their overall ability to make informed procurement decisions specifically for heavy and light duty equipment. Since Milestone's asset data lived in multiple systems, departments were not able to operate at peak efficiency, and costs were going up.

Milestone had tried using telematics solutions from other providers, but none of the solutions provided the depth and reliability required to fundamentally change operations in a positive way.

They knew that to sustain growth and increase profitability they needed to improve operational efficiency to minimize unplanned maintenance expenses and expensive knee jerk reactions that kill the bottom line.

HOW GAUGE MADE A DIFFERENCE

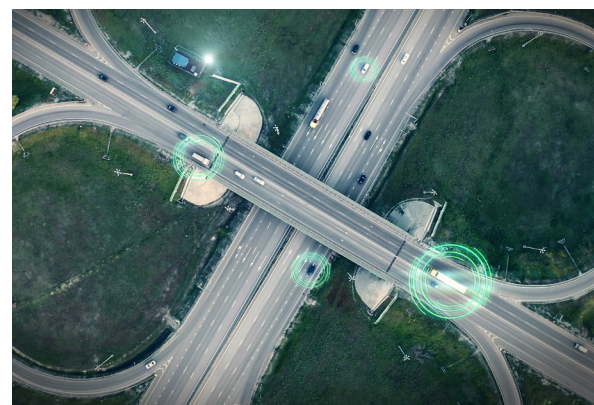
After meeting with Milestone's team, we created a tailored plan to improve their real-time visibility that also addressed their implementation pains.

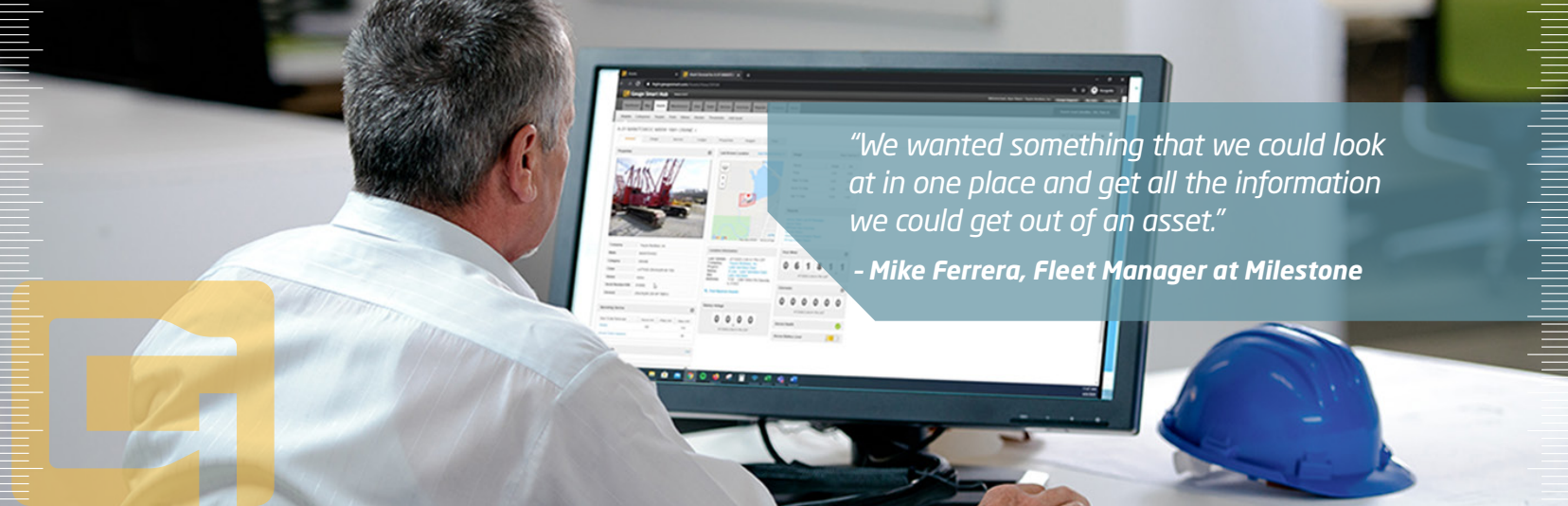
We started by recategorizing each asset within Milestone's mixed fleet of pickup trucks, tractor-trailers, and heavy equipment and connecting them to our Gauge Dashboard software. With all assets being tracked and reported on the same system, we then moved on to integrating Gauge Dashboard with ViewPoint, their accounting

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RESULTS BY THE NUMBERS

- \$200K+ in theft recovery in 1 year
- 100% of fleet on active preventative maintenance programs within 60 days





"We wanted something that we could look at in one place and get all the information we could get out of an asset."

- Mike Ferrera, Fleet Manager at Milestone



software, to eliminate duplicate entry and better sharing of information from both ViewPoint and Gauge to the entire Fleet Operations team.

We then tackled their maintenance program, creating planned preventative maintenance and DOT inspection schedules for each asset. This program quickly allowed Milestone's team to gain control of maintenance scheduling and enabled a dramatically improved workflow for the mechanics and virtually eliminated paper methods.

Finally, Gauge worked hand-in-hand with Milestone to make sure the right resources and time were invested in the system's success. As training was one of Milestone's big concerns, we delivered several training sessions to their team and provided on-call support as needed. We checked in regularly to make sure they were using the system to its full potential – helping to keep them accountable as partners in the project's success.

RESULTS

Seeing all their fleet data in one portal provided Milestone with exactly the inputs they needed to make better decisions and improve their bottom line.

By utilizing Gauge Dashboard, Milestone was able to:

- Gain up-to-date visibility and metrics into all assets in their mixed fleet..
- Perform maintenance activities on time and on budget.
- Reduce catastrophic failures.
- Reduce outside rental expenses by enhancing the utilization of their owned assets.
- Increase and quantify theft recovery efforts.
- Take quicker action for redeploying underutilized assets.

The project's success came down to putting the right systems in place, then following up to make sure the Milestone team was using the systems to their full potential to support their growth and success.

In contrast to Milestone's past vendors, Gauge understood the implementation hurdles the Milestone workforce faced and helped them overcome those hurdles as a team.

"Gauge has very good construction knowledge, so they know how to speak our language better. You can't put a dollar value to that."

**- Mike Ferrera,
Fleet Manager at Milestone**

**MEASURE
WHAT MATTERS**



Gauge