Customer Success: ARI

Increasing repair volume and revenue for vendors while reducing vehicle repair costs for customers.

CLIENT

ARI is the largest privately held vehicle fleet management services company in the world, with a workforce of more than 2,500 skilled professionals, in offices throughout North America, Europe, the UK, and Hong Kong. ARI manages more than 1,000,000 vehicles in the U.S., Canada, Mexico, Puerto Rico and Europe, and combined with global associates, more than two million fleet vehicles worldwide. Working closely with customers to solve complex problems with fleet vehicles, ARI combines business insight and optimal life cycle analysis, best-in-class services and high-powered technology to drive vehicle fleet efficiency up and costs down, uncovering as much value as a company's fleet can deliver.

BUSINESS CHALLENGE

ARI maintains relationships with 66,000 vendors that provide maintenance and other services for fleet vehicles. The ability to identify potential new vendors and improve operational efficiency for customers are key business drivers for ARI and criteria for success. Therefore, the company's technicians required better insight prior to approaching vendors in order to negotiate preferred rates and drive value to customers.

SOLUTION

Using a dashboard, ARI could drill down to zip code and even street level to focus on vendors that could yield the greatest savings for customer vehicle repairs. ARI combines data from various business systems to mash up existing vendors, customer vehicles and financial data. The solution provides spatial context for all client vehicles in a given proximity that could equate to business growth, driving volume and value up for ARI's vendors while ultimately reducing costs for ARI's customers.

TECHNOLOGY & EXECUTION

"The GMaps Plugin provided amazingly powerful and flexible plug and play location analytics that allowed us to rapidly build out our customer's vision in just a couple of weeks."

Paul Grill, CEO InfoSol

"ARI's Vendor Management Dashboard increased our team's capacity to prioritize vendors by geography, lower preferred customer rates 50%, increase sales for our vendors by 20%, and reduce customer's overall maintenance costs by 20%."

Don Woods, Department Head, Client Information

RESULTS

ARI sales and operations teams can identify the vendor's capacity for accommodating customer vehicles, while negotiating breakeven points, ultimately driving the cost for customer vehicle repairs down. The geographic context provides zip code-level focus for sales and operations to find areas that could yield the greatest savings for customers.

With geographic intelligence on hand, ARI could have a meaningful discussion with vendors without physically visiting the location.
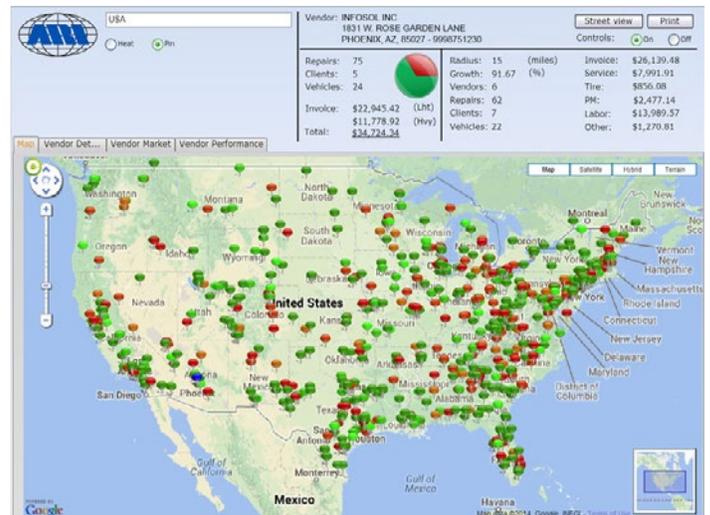
CMaps Analytics (formerly GMaps Plugin) provided geographic view, showcasing all active vendors prioritized by alerts.

InfoSol is an SAP BusinessObjects partner that specializes in Business Intelligence solutions and services. InfoSol's InfoBurst with XML Data Caching ensured that ARI could quickly cache and serve up millions of rows of data quickly, Providing rapid development and instant access for end users. Through the introduction of CMaps Analytics (formerly GMaps Plugin), InfoSol had at its disposal an instant location intelligence solution that fits its BI solutions perfectly.