

ROI

Fisher Auto Parts

wanted to improve driver safety, reduce fuel spend, and improve overall productivity of their fleet. They turned to DriverPoint® Telematics.

“ This tool will motivate safe driving habits in our organization, reduce accidents, reduce maintenance costs, and identify inefficiencies in our fleet. The best thing is that it pays for itself in quantifiable fuel savings. Everything else falls right to the bottom line.”

– Herb Godschalk, Co-President, Fisher Auto Parts, Inc.



Some key findings:

- Fuel economy increased 1.1 MPG in the first three months on DriverPoint, **resulting in potential annualized savings of \$435,102.**
- Vehicles with DriverPoint had a **7.5% lower accident rate** than vehicles without.

Opportunities:

In Fisher's idle review, Donlen found that drivers idled more than 7,400 hours in a 12-month period, **for an estimated spend of \$13,620.**

Download the full case study here:
http://portal.sliderocket.com/AFYSF/Fisher_Auto_Parts_Donlen_DriverPoint_Telematics_ROI

SERVICE DELIVERY

2013 Customer Satisfaction Survey

100% of respondents feel Donlen's development of new products and services keeps pace with their requirements

NPS = 65%

“A small handful of companies have achieved a Net Promoter Score of at least 50 percent, which [is defined] as ‘World Class.’”¹



-) All of the respondents were happy with their customer service team's **responsiveness and professionalism**

¹“One Question Can Predict the Future of Your Company” <http://www.inc.com/articles/201106/whats-your-net-promoter-score.html>

PRODUCTIVITY



FleetWeb®

Average execution time:
.334 seconds

99.9% Uptime

NEWS

7/26/13: Donlen's Anne LaBarbara earns Certified Automotive Fleet Specialist (CAFS) designation

9/10/13: Donlen earns spot on the prestigious 2013 InformationWeek 500 list of top technology innovators across the US

Operational Excellence: Three members of our Project Management Office certified as Lean Six Sigma trainers

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