



Transervice Improves Shop Efficiency with Increased Insight



Founded in 1969, Transervice Logistics Inc.® (www.transervice.com) has innovated, refined and perfected the services required of an industry leader in transportation logistics. The Lake Success, New York based company takes a customer-focused approach, which is the reason many of the nation's largest companies rely on them to manage services that affect their on-time deliveries.

- Dedicated contract maintenance

Transervice's five major offerings include:

- Dedicated full service leasing
- Dedicated contract carriage
- Dedicated material handling equipment leasing and maintenance
- Freight management

So, what makes many nationally recognized brands choose Transervice over its competitors? Most will tell you the company's unique approach to pricing and customer service creates an authentic partnership that achieves measurable results. Rich Brown, Senior Director Fleet Systems and Training, explained, "We take a hands-on approach to really understand our customers' needs. We ensure our services facilitate long-term profitability, which empowers

us to build long-lasting relationships with our customers. We prioritize their success, knowing that if our customers are successful, we will be too.”



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With more than 24,000 pieces of equipment under contract, maintenance is a key aspect of Transervice’s operations. The company utilizes 55 maintenance locations to ensure quick completion of maintenance issues so an on-time delivery is not threatened.

Transervice employs 400 technicians across its maintenance facilities. Recognizing the benefits of using a common platform across all locations for diagnostic and repair needs, the company chose to equip its shops with Noregon’s® JPRO® Professional. “We strongly believe in providing our technicians with the tools and training necessary to be successful,” said Brown. “JPRO’s advanced capabilities met the needs of our maintenance facilities and Noregon’s flexible training options allowed us to train all of our technicians to meet the efficiency levels our customers have grown to expect.”

Transervice tailors its dedicated maintenance services to meet the needs of each individual customer. Each maintenance location maintains a full inventory of parts, tires, fluids and houses technicians certified to work on all vehicle components including new engine technology and onboard computers, it offers 24/7 emergency roadside support and can assist with warranty recovery. Offering a full suite of services to a diverse customer base emphasizes the company’s need for an all makes and models diagnostic and repair solution, which Brown noted was a major selling point for JPRO.

Equally important to stocking its shops with the right tools is the management of those tools and devices. To handle this task, Transervice contracted Noregon’s Diagnostic Tool Management (DTM) services. DTM services include JPRO and OEM software management, IT support, asset management, and more.

According to Brown, software updates and renewals were an immediately noticeable benefit of utilizing DTM services. “In the past when we relied heavily on a large assortment of component-based software applications, renewals were missed and updates sometimes went unnoticed. Allowing Noregon to manage our Devices means our software never unexpectedly expires and we always remain up-to-date with the latest drivers, firmware and version releases.”

In addition to ensuring the software remains properly maintained, Transervice also enhances its services based off usage information. “Our management team consistently utilizes the information we get from usage reports,” Brown noted. “It is beneficial for us to have visibility into what is going on at the shop level from a utilization standpoint. If we know a technician isn’t using a tool or feature as much as he or she likely should, it helps us build our points of emphasis in training programs to enhance our technician’s skillset and increase efficiency in the shop.”

Transervice has the correct tools, services, employees and procedures in the shop to provide the consistent top-level support customers are accustomed to receiving. Its dedicated services ensure each customer's needs are quickly addressed in the case of a maintenance problem or related issue. Brown described the company's philosophy saying, "We want each customer to feel like our only customer. If a customer has an issue with a vehicle, its dedicated technician will fix the problem. It's not fair to make them wait because another customer also has an issue; so we give them the one-on-one service they deserve by having chosen to partner with Transervice."