

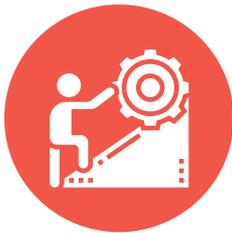


**50,000 audits a year at  
over 700 locations with  
0 headaches**

**Sector: Transport**

**Number of Sites: 700+**

**Audits per Year: 50,000+**



## **The Challenge**

### **Move from Paper to Technology**

Penske is a \$19 billion global transportation operation with more than 39,000 employees. Their US truck leasing division was conducting a wide variety of checks, reviews and audits across their 700+ maintenance depots. Everything was captured on paper and processed manually. Management decided they needed a better way and that it was time to find and implement a smarter, technology-based solution.



## **The Solution**

### **Global Search for Ideal Solution**

Penske conducted a global trawl of all available solutions. Their key requirements included:

- Real-time information – all information had to be instantly available to management
- Easy to set-up and use – so their 250+ auditors could easily switch and any training needed to be online
- No hardware investment – the technology had to work on smart devices
- Fit their business – e.g. ability to set up audits, users and reporting by territory
- Agile and advanced reporting – e.g. allow different managers to see exactly what was relevant to them.



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## ***The Results***

### **Helping Penske Deliver Their High Standards**

When we began the implementation for Penske they said “once we start into a system and it’s working well the rollout will happen real fast”. It certainly did! We already have 250 users in Penske, doing over 200 monthly reviews at 700 different locations. The system tracks more than 2,000 different tasks from initiation to completion. ECAT transformed Penske’s ‘Location Maintenance Review’ process from slow, retrospective reporting function, to an instant, highly automated, transparent, performance management function. A solution which helps Penske to consistently deliver a high quality service right across the US.

The switch from manual, error-prone, paper-based data collection to a smart, integrated, technology-enabled validation and auditing process has been transformative for Penske’s business. They have reduced a 10-hour process to 2 hours, they have an instant, real-time whole-picture view at their fingertips and they have greater standardisation.



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