

# Case Study

## Fero Waste & Recycling Inc.

Fero Waste & Recycling decreases fuel costs, increases efficiencies with Fleet Complete® GPS fleet management solution

**At \$250,000 a pop, each truck is priced like a high-end automobile. Using a GPS fleet tracking solution like Fleet Complete helps us ensure that they're maintained like one**

- Adam Pischiutta, President and CEO, Fero Waste & Recycling Inc.

### Background

Fero Waste & Recycling Inc. is a leading waste and recycling hauler in New Brunswick, Canada. Founded in 1993 with just a single employee, a couple of trucks and several containers, today the Moncton-based company boasts more than 160 employees, a 150 vehicle fleet and thousands of containers servicing local, national and international customers.

### Challenge

As a leading facility waste recycling management company, Moncton, New Brunswick-based Fero Waste & Recycling Inc. deals with everything and anything waste-related. From hazardous waste to commercial and residential pick-up, Fero's fleet of 150 vehicles can haul it fast and easy.

Some of the key challenges for the company are managing the day-to-day maintenance and upkeep of the fleet. With the average front-load truck priced at more than \$200,000, maintaining these vehicles are a high priority for the firm, says Adam Pischiutta, President and CEO for Fero. "In our industry, every time a hauling vehicle stops, there is likely a heavy load involved. A truck can haul 10 tonnes to the landfill and be ready to do it all over again two and three times a day," says Pischiutta. "Needless to say, we're really tough on the vehicles in terms of usage. From a cost perspective, we need them to be operating efficiently at all times."

## At a Glance

<b>Country</b>	<b>Company</b>
Canada	Fero Waste & Recycling Inc.
<b>Industry</b>	<b>Website</b>
Waste/recycling	<a href="http://www.fero.ca">www.fero.ca</a>

### Customer Profile

Fero Waste & Recycling provides recycling and waste removal services throughout New Brunswick.

### Business Situation

The company was looking for a GPS technology solution that would help prolong vehicle life, boost operational efficiencies and help help it ensure that vehicles were kept at fuel-efficient speeds.

### Solution

- Fleet Complete
- In-Vehicle GPS Modems

### Benefits

- Improved fleet efficiencies
- Reduced fuel costs
- Superior asset tracking management

## Complete Innovations

With locations across the province – including Fredericton, Campbellton and Saint John – Fero divides the scheduled and ad hoc work orders into various zones. The company was looking for a GPS technology solution that would help monitor and track the fleet to ensure that drivers were on time and on schedule. Pischiutta determined that GPS technology would also help boost operational efficiencies and customer service. “On our commercial or residential routes, if a customer said they didn’t get their waste picked-up, it was difficult for us to confirm if a driver had in fact missed the order,” says Pischiutta. “Using a GPS solution would allow us to have a better view into where our trucks were across the province.”

## Solution

In 2007, Fero worked with Complete Innovations – a global provider of mission-critical operational solutions – to deploy Fleet Complete®, a GPS-based tracking and management product. Managers are now using Fleet Complete to effectively track vehicles in real time and gather location-based information from the field to allow dispatchers to know where vehicles are at any given time. It took just two weeks to install the software and MGS-200 hardware modems across the vehicle fleet – making the rollout quick and smooth for the company. Using the GPS tracking capabilities of Fleet Complete helps Fero reduce fuel costs by ensuring that drivers adhere to the most direct routes to pickup locations. Prior to using Fleet Complete, the company had no way of knowing whether or not vehicles were idling or if driver were taking the most efficient route to job sites. From any one of the company’s dispatch locations, managers can monitor events from a PC through customized alerts that can be sent via mobile device or email. This helps the company cut idle times and closely monitor for unauthorized stops.

## Benefits

Fero estimates that its return on investment was 90 days as a result of implementing the real-time and GPS tracking capabilities of Fleet Complete. Using the fleet management solution helps the company ensure proper routing management and effective dispatching.

## Improved Operational Efficiencies

With the Fleet Complete solution in place, dispatchers can determine, in real-time, where vehicles are on a route at any given time

**We’re using Fleet Complete to ensure fuel-saving driving habits, which ultimately helps us manage our fuel costs. With rising gasoline prices, knowing which vehicles are idling for excessive periods of time helps us rein in unnecessary expenses**

and when containers are emptied. In addition, the company now has the ability to quickly locate the vehicles that are closest to any job site. “What’s great about the solution is that we now know the exact location of our vehicles in real-time. This helps us boost accountability and drivers appreciate the fact that they’re being more productive by taking the most direct routes possible,” says Pischiutta.

## Reduced Fuel Costs

Pischiutta notes that Fero Waste & Recycling is particularly pleased in how Fleet Complete is playing a mission-critical role in reducing the fuel costs of the 150-vehicle fleet. Taking advantage of Fleet Complete’s GPS capabilities is helping the firm keep a closer eye on fuel consumption and route efficiency. “We’re using Fleet Complete to ensure fuel-saving driving habits, which ultimately helps us manage our fuel costs. With rising gasoline prices, knowing which vehicles are idling for excessive periods of time helps us rein in unnecessary expenses,” says Pischiutta.

## Superior asset tracking management

Pischiutta notes that the company is now in a better position to track and monitor vehicle activity including idling time, mileage, speed and engine on-time with the Fleet Complete solution in place. The company is now able to customize alerts for each vehicle based on engine on-time, idling time or mileage. This enables the company is quickly determine and schedule regular maintenance for the particular vehicle. “At \$250,000 a pop, each truck is priced like a high-end automobile. Using a GPS fleet tracking solution like Fleet Complete helps us ensure that they’re maintained like one,” says Pischiutta. “Having a proactive vehicle maintenance program means we can cut repair costs and keep vehicles on the road longer.”

# Complete Innovations

## About Fleet Complete

Fleet Complete is a GPS-based tracking and management solution that collects vital on-board or in-field information from the vehicle or the mobile resource, and delivers this to the company's operations staff for real-time tracking, back-end integration and reporting. Through a combination of location-based services, back office monitoring and two-way communication, Fleet Complete enables companies to better manage their fleet, reduce fuel consumption, increase worker safety and regulate employee activities in the field. Fleet Complete was recently integrated with Garmin Personal Navigation Devices, enabling customers to further streamline their operating costs with reduced out-of-route miles, real-time communication and driver status updates.

# Complete Innovations