



CASE STUDY

**THE HIDDEN COSTS OF MAINTENANCE AND
HOW WE HELPED CLIENTS SAVE \$7.9M**



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Fleet Team launched its **Insights Program** to support clients in managing and reducing maintenance-related expenses across large, diverse fleets of Material Handling Equipment (MHE). Over the course of **48 months**, this program has been actively implemented across **439 client locations**, analyzing data from **11,240 assets** to pinpoint the root causes of rising repair and service costs.

Key stakeholders from operations, finance, and maintenance departments were involved in the initiative. The client organizations were struggling to understand why maintenance expenses continued to rise, often without clear justification. Fleet Team was brought in to bridge the gap between raw maintenance data and actionable, strategic decision-making.

The material handling equipment industry, especially across multi-site operations, grapples with unpredictable service costs, inconsistent vendor practices, and aging assets. Fleet Team's Insights Program was designed to shine a light on these cost drivers and empower clients to make smarter, data-informed decisions.



439
CLIENT LOCATIONS



11.240
MATERIAL HANDLING ASSETS



48
MONTHS



THE PROBLEM

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Clients were experiencing persistently high and unpredictable maintenance costs across their fleets. The biggest issues included:

- A disproportionate share of costs coming from a small subset of assets
- Recurring invoice patterns with questionable necessity
- Lack of transparency into long-term trends driving maintenance spend

Fleet managers, procurement leaders, and executives alike were impacted by the lack of clarity and control. Without structured data analysis and interpretation, these high-cost patterns remained unresolved, leading to inflated budgets, unexpected downtime, and reactive service decisions.

Clients needed a partner to analyze vast datasets, identify underlying inefficiencies, and help implement targeted actions to reduce unnecessary expenses while maintaining equipment performance.



2 ANALYSIS OF ALTERNATIVES

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Before implementing the Fleet Team Insights Program, clients had taken limited steps to reduce costs:

- Ad hoc vendor audits
- Isolated asset reviews by internal maintenance teams
- Manual tracking of repair records across locations

These efforts lacked scale, consistency, and the analytical depth required to produce lasting change. Fleet Team's approach stood out by combining quarterly, centralized data analytics with strategic consulting support across all client sites.

The choice to adopt the Insights Program was driven by:

- Comprehensive visibility across all assets and locations
- Quarterly performance reviews and recommendations
- Proven ability to link insights to cost-saving action



RECOMMENDED SOLUTION

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Fleet Team implemented the **Insights Program**, a structured initiative driven by both analytics and consulting expertise. The program's core functions included:



Data Analysis

- Quarterly deep-dives by Fleet Team's analytics department
- Identification of high-expense assets and repair trends
- Use of advanced analytics tools to track recurring inefficiencies



Consultant Engagement

- On-the-ground collaboration with client stakeholders
- Contextual interpretation of data and identification of root causes
- Action plans to repair, replace, or re-strategize asset maintenance

This combined approach allowed Fleet Team to tailor recommendations to each client's unique environment, ultimately driving measurable results.



4 IMPLEMENTATION

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The program was executed consistently across **439 locations** over a **four-year period (January 2021 – January 2025)**. Fleet Team's consultants and analysts worked in tandem with client stakeholders to translate insights into action.

Key milestones and activities:



3,266 assets identified as high-expense contributors and addressed



473 recurring maintenance trends flagged and eliminated



Cost-saving actions included asset retirements, service plan adjustments, vendor negotiations, and new maintenance protocols



Reports delivered quarterly with prioritized recommendations

Implementation challenges included varying levels of data cleanliness and buy-in across locations. Fleet Team navigated these by standardizing data intake, offering support to local teams, and delivering quick-win results to build momentum.

5 RESULTS

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The financial and operational impact of the Insights Program was significant:

Impact Area	Result
High-Expense Asset Reduction	\$5.2 million saved through targeted interventions
Maintenance Trend Elimination	\$2.7 million saved by removing costly patterns
Total Client Savings	\$7.9 million saved over 48 months

Additional client benefits:



Improved Asset Utilization: Optimized maintenance scheduling improved uptime and reduced over-servicing



Better Forecasting: Clearer maintenance cost trends enhanced budgeting accuracy



Operational Efficiency: Clients made smarter procurement decisions and streamlined their service strategies





CONCLUSION

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Fleet Team's **Insights Program** proved to be a powerful, data-driven solution for tackling maintenance-related overspending. Over the course of four years, clients saw **\$7.9 million in total savings** through targeted reductions in high-expense assets and the elimination of costly, recurring service trends.

By pairing advanced analytics with hands-on consulting, Fleet Team helped clients improve asset performance, reduce operational disruptions, and bring predictability to their maintenance budgets, delivering a lasting return on investment across complex, distributed fleets.

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