



CUSTOMER CASE STUDY

UNITED ROAD CAPITALIZES ON PREDICTIVE MAINTENANCE WITH 4X ROI

READY TO UNLOCK YOUR POTENTIAL?

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After a successful two-month pilot, United Road, a leader in vehicle and heavy-haul transportation services, expanded its deployment of Uptake Radar across its fleet. Pre-built data science models are equipping United Road fleet managers and technicians with maintenance insights to conduct proactive maintenance, prevent unexpected roadside breakdowns, and increase driver mileage.

OVERVIEW

Fleet management faces two major challenges: a shortage of drivers and technicians. Together, these challenges make it more difficult for fleets to meet obligations.

While all fleets face the impact of these shortages on missed or late deliveries, extended work order backlogs, and critical time and money spent on training teammates, carriers like United Road have built an enhanced maintenance program with Uptake Radar to ensure vehicle reliability, boost technician efficiency, and promote driver satisfaction. Each acted-upon Uptake insight resulted in, on average, \$400 in direct savings — not to mention the downtime, tow, or lost revenue United Road otherwise would have incurred.

CHALLENGE

The driver and technician shortfall has created a ripple effect across the industry. The American Trucking Association (ATA) estimates that repair shops lose \$1,200 per day for every unfilled technician role. Meanwhile, backfilling an open driver position costs carriers, on average, \$8,000. Unplanned downtime contributes to and exacerbates these shortages, swamping repair shops while undercutting driver pay. Unexpected roadside breakdowns, in particular, threaten carriers in delivering reliable customer service. In addition, low-value work orders, lengthy diagnostics, and persistent road calls keep maintenance from working hand-in-hand to support optimized mileage. With many shops short on technicians, vehicle failures are often not addressable in a timely and cost-effective manner.

For United Road, which ships over 4 million units across the U.S. and Canada annually through their network of 1,000 owned vehicles as well as a network of owner-operators, maximizing vehicle availability is essential. Uptime is key to its recruitment and retention of drivers and, in turn, to fulfilling customer commitments. United Road turned to Uptake and its advanced analytics to prioritize the maintenance impacting vehicle availability.

**SOLUTION**

"We're confident that bringing Uptake into our technology portfolio will enable us to become more proactive with our maintenance and avoid unforeseen issues with our fleet,"

— Jason Walker
COO of United Road

Uptake Radar ingested data from two sources: United Road's telematics provider (TSP) and historical work order data. Pre-built data science models in the application monitor specific failure modes, including plugged diesel particulate filters (DPF), NOx sensor failures, exhaust gas recirculation (EGR) valve failures, and coolant leaks.

During the two-month pilot phase, Uptake insights proactively identified failures on 29 trucks, five of which experienced a roadside breakdown and 24 of which were confirmed and repaired in the shop. In one instance, Uptake caught a potential NOx sensor failure 21 days before the truck was brought into the shop for service. Once in the shop, technicians confirmed the failure and replaced the part — before having to make a road call, before the breakdown docked driver pay, and before drawn-out time in the shop risked late delivery.

Empowered with insights that are surfaced in Uptake Radar and then integrated into their work-order management system, United Road now makes predictive maintenance decisions right within the normal course of shop operations — avoiding unplanned road calls and minimizing downtime while increasing the availability, reliability, and on-highway performance of its vehicles.

\$400

Immediate savings per truck after identifying pending failures ahead of time and servicing in-house.

\$3,387

Estimated annual value realized by United Road per vehicle

"When we weigh all of the pertinent factors and stakeholders involved when a truck breaks down, the value of Uptake may be in excess of our calculated 400% return."

— Jason Walker
COO of United Road

You have the data to make critical decisions about your fleet business at scale. Let us help you use that data to save millions.

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