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## FleetNet America's Maintenance Expertise

FleetNet America develops solutions through the TMcare® program specifically designed to provide customers best-in-class PM compliance at the lowest total maintenance cost. Below is an example of the value provided by TMcare® to commercial fleets across the country.

### Maintenance Expertise

FleetNet all but eliminated a no-start issue for a fleet with 300 trucks. TMcare® fleet management discovered batteries initially spec'd when the trucks were ordered did not have enough amps to handle customer's needs based on its utilization, and determined the alternators were equally deficient. FleetNet developed a program to replace failed batteries with the more appropriate sized batteries and provided information which allowed the customer to replace failed alternators with more adequate counterparts. At the conclusion of the program, no-starts became an uncommon event and maintenance costs decreased \$30,000.

#### Client Profile

Fleet Size - 300+ units  
Locations - 40+  
Industry - Food & Beverage



## CORPORATE CONTACTS

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## Gary Cummings Moderates TMC Technical Session

FleetNet management is very involved with TMC (Technology & Maintenance Council), which is one of the most respected associations in our industry. The purpose of TMC is to improve transport equipment, its maintenance and maintenance management.

Recently Gary Cummings, President & CEO of FleetNet, moderated a technical session during the TMC conference in Nashville. The six member panel discussed opportunities to improve the carrier (fleets) and service provider (vendors) relationship.

Because of FleetNet's unique position in the industry, as both a client and vendor to the panelists, Gary was able to get the panelist's perspective on the industry with questions focusing on:

- diesel technician availability and how that affects carriers and service providers,
- technical problems with getting new trucks serviced,
- delays with service providers,
- cost of service providers expanding bays and shortening down repair times,
- and much more.

With the session's positive feedback, Gary will certainly be asked to lead future panels.



Photo courtesy of John Sommers II with Transport Topics



## Employee Spotlight

### Senior Coordinator, Robert Alexander

Robert Alexander, Roadside Senior Coordinator, has over 40 years of experience. Robert began working in the maintenance shop at Carolina Freight Carriers in 1975. When Carolina Breakdown System was started as a subsidiary in 1993 (later renamed FleetNet America), Robert became a junior coordinator.

FleetNet America's Roadside Coordinators average 25 years of industry experience. Using information compiled from the caller into our internally developed computer system, the mechanically trained coordinators assess each situation to match the most qualified vendor for dispatch. FleetNet's Roadside service focuses on getting your vehicles back on the road faster than anyone else. Our processes make sure each event is handled efficiently and the appropriate personnel are involved to create control out of a naturally chaotic situation.

### Fleet Manager, Jimmy Childress

Jimmy Childress, TMcare® Fleet Manager, has over 47 years of mechanical related experience on various makes of heavy duty trucks. Before joining FleetNet in 2007, he had previous experience as a Technician, Service Manager, and Vice President & Operations Manager. Jimmy has also served as the Chairman and President for the North Carolina Trucking Association Maintenance Council of which he has been a member since 1973.

TMcare® Fleet Managers become a part of the customer's team and work with management, the OEM reps and the FleetNet account reps to ensure the customer's best interest is protected. They average over 30 years maintenance experience directly managing vehicle fleets. By overseeing the maintenance of your units, the Fleet Manager ensures compliance, reduces downtime and controls cost. They work with you to set up service schedules not only for the chassis, but also for any additional equipment that may be attached such as reefer units, generators, lift gates or other mounted equipment. By tracking maintenance data and reviewing monthly and quarterly reports, Fleet Managers help you determine the cause of failure, failure trends, failure costs and what steps can be taken to improve the results in the future.

## FleetNet Continues to Expand Sales Team

FleetNet America continues to expand the Sales team by adding additional sales personnel. With a mission to change the direction of fleet maintenance, FleetNet's sales consultants become a partner with customers helping them get their fleets back on the road faster than anyone else in America; assisting in reducing maintenance events by providing data and information to make even better maintenance decisions; and delivering best in class PM compliance (>97%) at the lowest total maintenance cost.

Keith Martin recently joined FleetNet as the new Region Sales Manager in Florida and Georgia. Keith has 28 years of experience in the trucking industry in the areas of LTL operations and sales with such companies as Old Dominion Freight and Carolina Freight. Keith will be based in Florida.

Shane Summer recently accepted the position of National Account Coordinator in our Customer Solutions department. Shane has worked for FleetNet for 2 years, most recently in our Roadside Department. Shane will be handling some of FleetNet's largest accounts.

## New Customers Join FleetNet Family

FleetNet America administers service for 400,000+ events annually, as well as being responsible for over 1,000,000 pieces of customers' equipment in the TMcare® (Total Maintenance Care) and Roadside (emergency roadside) programs. We would like to welcome the new customers who joined our FleetNet family in the last few months.

A & K Delivery and Assembly	Lubbock, TX	Lattimore Materials	Addison, TX
A Arnold World Class Relocation	Louisville, KY	Manfredi Logistics	Kennett Square, PA
Alliance Radiology	Canton, OH	MGI Freight Solutions	Chesterfield, MO
Balford Farms	Hatfield, PA	Midwest Refrigerated Transport	Milwaukee, WI
Charlotte Air Freight Carrier	Charlotte, NC	Power Line Services	Avarado, TX
Devine Intermodal	W. Sacramento, CA	S & J Potashnick Transportation	Sikeston, MO
DRS Logistics	Framingham, MA	Safeway Inc.	Denver, CO
Gardner Glass Products	Huntsville, TX	San Jose Boiler Works	San Jose, CA
Highways & Skyways of NC	Greensboro, NC	Sweeteners Plus	Lakeville, NY
J-Mar Enterprises	West Fargo, ND	Truline Corporation	Las Vegas, NV



Robert Alexander



Jimmy Childress



Keith Martin



Shane Summer