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## **BTC**

### **BAHAMAS TELECOMMUNICATIONS GAINS REAL-TIME VISIBILITY OVER FLEET OPERATIONS**

#### **Background**

The Bahamas Telecommunications Company (BTC) provides comprehensive telecommunications solutions to the more than 30 districts and out-islands across the Commonwealth of the Bahamas. BTC's wide ranging suite of services includes telephone, cellular, mobile trunking and high speed internet access as it serves individual, domestic and commercial customers across the Bahamas.

BTC maintains its high level of customer service and supports its product and service offerings with more than 700 pieces of equipment (including trucks, aerial equipment and line equipment) spread across the 29 land masses that make up the Bahamas.



#### **The Challenge**

Multiple sites and paper-based management fleet documentation meant that BTC had very low visibility over their fleet inventory. With managements reliance on physical documentation rather than with an enterprise-wide information management system, there was significant duplication of effort within each operating location, meaning that time and money was unnecessarily expended on a daily basis. There was no way to pull together fleet administration responsibilities with compliance data such as maintenance, inventory, fuel, accident or even and driver details.

Without a centralized repository for this business critical information, it became impossible to easily determine even simple facts such as how many vehicles the organization owned. This inability to view fleet operational data made it impossible to identify issues with particular vehicles, manage drivers or even track safety compliance.



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# Case Study



## BTC

### The Solution

The inherent flexibility and powerful functionality delivered with Chevin's web-based fleet management information system FleetWave has allowed BTC to solve these complex issues with a single enterprise-wide information management system. FleetWave's completely user definable capabilities allows the software to meet all of BTC's specific requirements without the need for costly development and expensive programming.

As FleetWave is web-based, BTC is now able to link all of their far-flung facilities in real-time, allowing each location to share resources, reduce on-site parts inventories and significantly improve maintenance practices and oversight of the countless inspections and mandatory certifications required for their diverse telecommunications fleet. Through simple deployment over the BTC intranet, the mostly remote fleet management team are now able to access FleetWave from anywhere at any time, gaining up-to-the-minute reporting and querying capabilities; providing business management with accurate and timely information regarding fleet conditions, scheduled maintenance and compliance statistics.

FleetWave's ability to integrate with BTC's enterprise financial and HR system as well as external maintenance providers, telematics and fuel management systems means that FleetWave has dramatically streamlined labor and paper intensive processes. To further simplify BTC's ability to notify its field personnel of pending, due or past due PM's, safety inspections and repairs, FleetWave automatically generates emails and SMS texts, vastly improving BTC's management and oversight of statutory and safety related tasks.

### The Results

Meeting their extensive fleet management requirements from asset and life cycle management, workshop, maintenance and inventory management, purchasing, warranty, campaign and recall management, driver management as well as accident and risk management, BTC's fleet management team is now able to seamlessly manage their diverse and geographically dispersed fleet using accurate up-to-date fleet operating information, dramatically enhancing fleet oversight and savings.