

MVASIST — IT'S TIME TO GET ON BOARD

There is a growing effort to resolve the service expectation disconnects that have hampered relationships between heavy truck dealers and their customers for decades. As reported in the previous issue of Tech Times, even the Truck Maintenance Council (TMC) has gotten involved by forming a Service Providers Committee tasked with developing standards of practice to guide the industry. As you know, Mack Trucks already has a tool available — MVASIST — that addresses many of the issues that cause customer distress. In fact, it was announced at the recent UPTIME conference that use of MVASIST will become mandatory at all Mack dealerships by the end of 2010. To help you prepare for and maximize the value you receive from MVASIST, we will continue to share information as well as customer and dealer feedback on the tool over the months ahead.

**John Rauschl, Manager, National Accounts & Warranties
The Kenan Advantage Group — Green Bay, WI**

*A petroleum and chemical products bulk carrier with 3,100 tractors and 62 shop locations throughout the U.S.
MVASIST User: Two years*

What were some of the service issues Kenan was experiencing prior to using MVASIST?

“We have a very large fleet comprised of several truck brands, and the dealer service problems we were experiencing were essentially the same across all brands as those identified in the TMC study — lack of communication, timing issues, incomplete or inconsistent estimating, pricing issues and so forth. The lack of a consistent process made it more difficult to manage our assets much less control our operating costs. There were times I wouldn't even know a truck was down until the repair was complete and the dealer called requesting payment authorization. We had no real feel for what we were spending.”

What did you initially expect the benefits of using MVASIST to be? Has your opinion changed any after two years of use?

“My initial expectations were that this tool would enhance communications with the servicing dealer during the repair process and help us gain an overall better understanding of and manage our costs. MVASIST has done that, and so much more. The MVASIST estimating tool helps me better control costs in a number of ways. It allows me to completely understand the nature of the repair so I can make decisions. For example, if the truck in question is an older truck that I know is scheduled for trade-in soon, I would look at that repair a little differently than I would with a newer vehicle. Secondly, the system breaks down the repair into ATA system codes which I can download into my maintenance software. This allows me to manage repair costs per type of repair better. The fleet labor site also has recommended repair times so I can monitor that as well. All of these things have streamlined the service process and improved vehicle uptime which saves us time and money. It has even allowed us to develop our own unique “Kenan Inspection” form. Now any time a Kenan tractor comes into a Mack dealer service location for work, an inspection, done to our specifications, is conducted.”

Can you quantify in time, dollars, or manpower what MVASIST delivers to your fleet?

“I have not yet looked at the data in terms of dollars or manpower hours saved, but I am confident those savings are there. I have, however, done an analysis from a time savings standpoint. The data indicates that MVASIST is saving us on average three hours per repair in paperwork, telephone time and documentation.”

If you could change or add to the MVASIST process in any way, what would you change and why?

“The MVASIST Fleet Portal is very user friendly and there is little I would change. A simple software upgrade to make it easier to flip between screens might be nice. But that's all I can think of at the moment. Frankly, I am extremely pleased with the progression that has taken place with the system from its infancy to today. The addition of customized inspection capability, the ability to attach documents and send notes — all of these added features make the system self-sufficient. You never need to pick up a phone. Decisiv and Mack have done an excellent job improving the system over time and I have no complaints. I'm very happy.”

Have you ever stopped using a dealership because they do not use MVASIST?

“All of the high volume dealers we frequent are already using MVASIST. We would not be sending our trucks to them for repair if they were not using the MVASIST tool. However, there are several others we use infrequently that are not using the system. We, of course, would like to see all Mack dealers use it and encourage them to do so — not just for us, but for the benefit of all fleets.”

As an MVASIST advocate, what words of advice would you offer Mack dealers?

“MVASIST is a tool whose time has come. The industry is moving in this direction, and dealers who do not use an MVASIST-type system will soon be left behind. It is so much more than a simple estimating tool. It is a productivity and profitability tool for both the fleet and dealer. I would urge all dealers to start using MVASIST as soon as possible and continue to keep their people well trained on all MVASIST advancements.