



S A F E • R E S P O N S I V E • O N E C O M P A N Y | G U A R A N T E E D

# Case Study: Vehicle and Materials Recovery

**How a pharmaceutical company successfully reclaimed vehicles and controlled drug samples during a sensitive downsizing effort**

## The Problem

Pharmaceutical fleets face a difficult challenge: as product life cycles and sales fluctuate, so must their fleet and staff. Adjusting to this market fluidity, AmeriFleet's client, a well-known pharmaceutical manufacturer, was forced to downsize. As such, they needed 640 vehicles collected from employees who had just faced the difficult reality of losing their jobs. Further complicating the project, these employees carried sensitive materials in their cars – often controlled substances – and a third party was hired to collect these items. These transactions needed to be done quickly, efficiently, and with a great deal of discretion. AmeriFleet worked with the client's fleet department, their fleet management company, and their compliance partner to develop the most efficient and secure approach to complete the downsizing of their fleet.

## The Solution

Strategic planning, extensive communication, and a high degree of flexibility on AmeriFleet's part were all critical to the success of this project. AmeriFleet was tasked with picking up all 640 vehicles and delivering them safely to AmeriFleet-owned storage facilities.

However, employees had just lost their jobs, creating a delicate environment in which to operate. As such, it was critical that pickups were expedited and scheduled at very precise times. The compliance company needed to audit each individual employee, collecting sensitive assets, drug samples and other valuable items, with pick-up drivers following close behind. Dispatchers had a two-hour window to get drivers on the scene, and AmeriFleet's staff was able to closely follow this schedule by continually reconfirming schedules, adjusting as needed, and clearly communicating with dispatch.

## Full Range of Services Provided

- Vehicle pick up and storage
- Asset recovery
- Condition reports
- Identification of needed maintenance
- Disposition evaluations
- License and title compliance checks
- Redeployment of vehicles remaining in fleet
- Arrangements made for remaining vehicles to be picked up for auction
- 24/7 online access to data and project status

## Special Considerations

- Coordination with third party agency collecting pharmaceuticals
- Flexible scheduling
- Pick up in short time frame
- Sensitivity with terminated employees
- Close coordination with fleet department, compliance, and fleet management companies





S A F E • R E S P O N S I V E • O N E C O M P A N Y | G U A R A N T E E D

Once vehicles were picked up from employees, AmeriFleet prepped them to be redeployed or sent to auction, including:

- Checks to ensure all assets were collected
- Safe and secure storage
- Condition reports
- Maintenance
- Disposition evaluations to determine future use of the vehicle
- Current license and plate checks
- Detailing

At every stage of the process the status of each vehicle was entered into AmeriVision, AmeriFleet's online client web portal, allowing clients to view the most current status and location of every vehicle.

With detailed information from AmeriFleet about the condition of each vehicle, the client and fleet management partner determined the best use of each vehicle. Vehicles returned to service were delivered to their new drivers, with AmeriFleet performing the delivery and ensuring each vehicle was clean, safe, and had all maintenance complete. Upon delivery every vehicle received one final condition report reviewed by the new driver, and its final delivery status was logged in AmeriVision. AmeriFleet transported the remaining vehicles to auctions or scheduled pick up by the auction company.

This complex and often sensitive project required very close coordination with all parties involved. To make it all happen, AmeriFleet established close working relationships with the client, fleet management company, and third party compliance partner, none of which had worked together previously. With several critical partners involved, AmeriFleet scheduled weekly meetings that helped the team collectively develop the best possible process to ensure all tasks would be completed in the most efficient and effective manner. At these meetings priorities were established, expectations set, and workflows created. These meetings continued throughout the project implementation.

Furthermore, the AmeriFleet project manager created a master schedule that was shared with all partners, ensuring everyone was aware of the progress of the project. Constant verbal communication, e-mails, and 24 hour data access via AmeriVision supplemented weekly meetings to relay critical information and make needed adjustments. As schedule changes arose, clear cut communication allowed the team to flex to the client's needs and meet new timelines.

## The Results

Through strategic project schedules, clear communication, and intensive coordination all 640 vehicles were picked up and arrived at their destinations on time, despite very tight schedules and very difficult circumstances. Now, confidence in the client's fleet department and their fleet management partner is very high within the company. Productivity and revenue have increased as a result of this successfully completed project. And, vehicles put back into service were safe, reliable, and ready to produce revenue upon delivery to the new driver.

