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QUICK GUIDE

Better Communication to
Improve Outsourced Services

It's all about communication.

How better communication can help you improve your outsourced maintenance.

Outsourced services are a part of a fleet operation, regardless of whether or not you have extensive maintenance facilities or not. Your fleet vehicles may break down and require a tow truck. You may have to send your vehicles back to the OEM for warranty repairs. Perhaps you have

There are a multitude of reasons why you may need to have your fleet vehicles serviced or repaired by someone outside of your organization, however we all seem to agree on the **three big headaches** that arise when managing outsourced maintenance:

- 1 Intermittent, inconsistent and incomplete communication** between vendor and internal asset and maintenance management staff
- 2 Reduced visibility** into the maintenance work in progress
- 3 Incomplete or inaccurate repair data** for your fleet management system and future reporting needs.

How does improved communication make good business sense?

By providing a communication structure, maintenance organizations can break down barriers, smooth the repair process and provide insight into the work completed.

A better communication structure can be a win-win for both the maintenance organization and the vendor with improved accountability on both sides, reduced time spent chasing information and streamlined financial processes.

What does improved communication look like in the real world?

Consistent communication channels

Drive communication through consistent channels – reduce shot-gun style communications via email, phone, and text into a structured, formal method. By providing structure, the information being communicated can be more reliable and timely. This structure does not eliminate human interaction; however, it ensures the right information is shared in the right amount at the right time.

Data integrity requirements

Enforces data integrity – require vendors to use the standard repair codes in the internal maintenance management system. By requiring data integrity, maintenance managers can assess vendor repair information in the same light as internal repairs, without significant data cleansing.

Automated workflow updates

Automated workflow can provide insight into progress and encourage communication throughout the process – this approach provides for insight into work in progress, vendor backlog and ultimately better planning and communication between maintenance and internal customers.

Our technology can help improve outsourced services



Technology can provide a remedy to the issues that make outsourcing less attractive. It is possible to harness communication and funnel it through organized channels, enforce the use of standard maintenance coding structures and provide insight into the vendor's progress on critical maintenance activities.

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