

Real People, Real Answers, Superior Fleet Performance



Whether it's a major landscape design/build project or a comparatively small snow removal job, CUI Services specializes in mastering the details. Every element of every job or customer experience exemplifies the Cleveland, Ohio-based company's focus on quality, professionalism, and accountability – an approach that has led to consistent growth since the family-owned business was founded in 1984.

CUI's leadership understands that mastering the details includes assuring that every vehicle and other asset is on the job when and where it should be and is being operated with appropriate care. But monitoring the movement and condition of company assets hasn't always been easy – even with the aid of big-company telematics solutions. The primary complaint? Those large providers seemingly didn't share CUI's commitment to customer service. In fact, simply offering real people, trained to answer questions and solve problems, seemed beyond their capabilities.

"Our previous providers just weren't reachable or accountable," says CUI Account Manager Matt Henry. "We couldn't get the answers we needed or even get them to call us back."

“**ASCEND is a system I would recommend to anyone who operates a fleet.**”

Matt Henry
Account Manager
CUI Grounds Management



Industry

Grounds Management (Commercial & Residential)

Partner

CUI Services, Cleveland, Ohio

Opportunities

Increase fleet safety, productivity and performance; boost asset utilization; reduce operating costs; monitor driver behavior; manage risk; ensure superior customer experience and loyalty.

Solution

ASCEND cloud-based asset management solution, including real-time location tracking, engine bus integration; dual dashcams; and proactive maintenance management.

Results

- Dramatically improved visibility into driver behavior and asset utilization
- Reduced fuel cost
- Elimination of high-risk employees
- Increased employee accountability
- Improved maintenance practices
- Increased equipment ROI

“Our experience with ASCEND has been positive from the start. They are very responsive and when I call I actually talk to a person right away. That in itself is just amazing. I can actually talk with someone rather than get stuck on hold for an hour.”

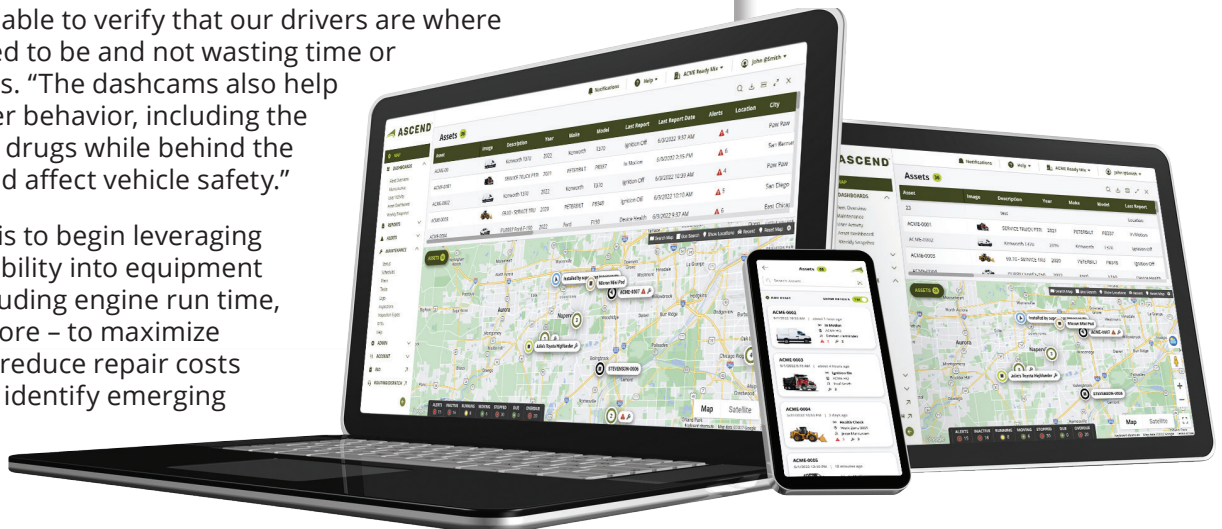
Matt Henry
 Account Manager
 CUI Grounds Management

Given its frustrations with previous providers, CUI management turned to ASCEND, the provider of functionally superior fleet management solutions that offer real-time 360-degree visibility into virtually any on- or off-road asset. ASCEND quickly completed implementation of its GPS and AI dashcam systems on CUI's full operating fleet of more than 120 units, including heavy-duty pickups, side-by-sides and other equipment. And within days, the system was fully operational, generating the data needed by Henry and other managers to monitor location, driver behavior and a wide range of other metrics.

“We need to be able to verify that our drivers are where they're supposed to be and not wasting time or fuel,” Henry says. “The dashcams also help us monitor other behavior, including the potential use of drugs while behind the wheel, that could affect vehicle safety.”

CUI's next step is to begin leveraging its real-time visibility into equipment operation – including engine run time, idle time and more – to maximize vehicle uptime, reduce repair costs and proactively identify emerging mechanical issues.

“We have been very impressed and satisfied. ASCEND is a system I would recommend to anyone who operates a fleet,” adds Henry.



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