



FIELD SERVICE

ThingTech



Providing smart maintenance services for customers, with ThingTech

CHALLENGE Time-consuming data-entry issues were getting in the way of MESO Inc.'s ability to scale its business. The third-party provider of fleet maintenance services needed to streamline back-office operations in order to meet increasing demand to keep its customers' trucks, trailers and equipment in optimal working order.

SOLUTION MESO leaders set out to learn how telematics and the Internet of Things could help the organization meet its growth goals. After an extensive search, they found ThingTech, a solution that monitors customers' high-value assets to assure each gets the service, periodic inspections and scheduled repairs needed to keep them running strong.

RESULTS Since the implementation of ThingTech's asset intelligence solution, the company has doubled its productivity—without the need to add back-office staff. The automation and visibility that ThingTech provides lets MESO account managers get more

work done in less time, reducing costs and increasing efficiencies on their customers' behalf.

Identifying issues before they occur

Since 2014, MESO Inc. has served companies in the construction, oil & gas, utility and manufacturing industries throughout the Tri-State area (Ohio, Kentucky and Indiana) by providing fleet maintenance services. Already known for expert technicians, fast response times and a commitment to safety, the Liverpool, Ohio-based business recently upped its game.

Utilizing a telematics IoT-based monitoring solution—ThingTech—MESO now collects real-time data about where its customers' assets are, how they're being used, and when they need attention. This information gives MESO account managers access to information that lets them plan and predict next steps based on real-world conditions.

"We're able to identify pending maintenance issues on our customers' behalf—before they happen," said Chris Britt, founder, president and CEO of MESO (short for Mobile Equipment Service Options). "By monitoring

utilization, mileage, engine hours and fuel consumption we help prevent the unexpected breakdowns that cause delays, and waste money.”

Saving time, cutting costs, minimizing risk

The ThingTech solution helps assure every vehicle and all equipment receives the scheduled maintenance, periodic inspections and needed repairs that keep them up and running. Services are performed based on actual asset status, rather than arbitrary manufacturer’s recommendations, to maximize efficiency.

“Scheduling inspections, adjustments, fluid changes, cleaning, testing and worn-part replacement optimizes productivity—and the lifespan of vehicles and equipment,” Britt said. He added that MESO’s proactive approach to maintenance also helps ensure the safety of operators, other employees, and others, while reducing litigation risk.

Open architecture adds value

MESO values ThingTech’s ability to work out of the box, integrating with other systems and working effortlessly with mission-critical apps. In fact, when asked what the top three benefits are of the ThingTech partnership, MESO’s Director of Operations Jeff Schmied replied: “Integration, integration, integration,” referring to the telematics asset management solution’s ability to connect with an organization’s entire IT ecosystem—including dispatch application FieldAware.

“ThingTech seamlessly integrates with other enterprise solutions and any device or OEM. Plus it combines any data, no matter the origin,” Jeff said. **“They give us the comprehensive functionality we need.”**

Enabling capital planning best practices

What kind of return are our customers getting on each asset they own? What equipment should they repair, relocate or retire? How can they increase the ROI on every vehicle in the fleet?

“Precision asset management lets us be more efficient in helping our customers keep asset utilization high, and expenses low.”

CHRIS BRITT, CEO, MESO



ThingTech’s precise utilization data answers questions that impact return, and customers’ financial well-being. The solution allows them to derive insights from detailed, dependable information, so they can make smart replacement decisions that optimize the business.

Command and control your entire asset ecosystem with precision.

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