

INTERNATIONAL® 360 AND
WERNER EDGE INTEGRATION
WERNER ENTERPRISES, INC.



DRIVING EFFICIENCY

International® 360 service communications integration leads to an improved repair management process at Werner Enterprises, Inc.

WERNER EDGE

INTERNATIONAL 360





Keeping Werner's professional drivers on the road and moving safely is imperative to their success and the success of the company. When a truck is in need of repair or unexpected maintenance, drivers may experience delays in getting back on the road.

As Werner looked to improve its repair event resolution process, it tapped Navistar for its expertise. Navistar is a trusted technology partner, having worked alongside Werner on a number of projects related to vehicle maintenance and repairs over the years, including piloting of over-the-air calibration updates, preventive maintenance interval optimizations, and more.

AT A GLANCE

COMPANY: Werner Enterprises, Inc.

LOCATION: Omaha, NE

OPERATING SINCE: 1956

PRIMARY BUSINESS: Diversified Transportation and Logistics

Challenge

Werner identified that the repair event resolution process – from initiating a repair event to communicating the repair plan to a driver – was much longer than it needed to be. In addition, the longer it takes for a repair event to be processed, the longer it takes for a driver to get back on the road.

To mitigate these challenges, Werner sought to:

- Reduce the processing time from when an agent initiates a repair event to when the agent can communicate the repair plan back to the driver
- Increase repair status visibility and streamline communication between breakdown agents, service centers including International dealerships, and Navistar

Solution

Werner integrated International 360, Navistar's service communication platform, directly into its Event Resolution System via an API Integration. International 360 provides fleets seamless access to repair status, estimated time of completion, estimate approvals, and more, and allows fleets to self-initiate service requests online. With this integration, Werner improved its Breakdown Management system, providing significant benefits



to its professional drivers including saving time and enhancing safety with timely repairs.

“We’ve reduced our average phone calls per repair event from twelve to two.”

With this integration, Werner can now:

- Send trucks to certified OEMs with the parts in inventory
- Gain warranty coverage on the repairs
- Streamline service operations, improving repair velocity
- Reduce dwell time by an average of 30%

“By offering a ten-minute time savings per repair event and reduction of data entry, the 360 integration enables our call center team to address repair events in an average of two calls, down from twelve, per event. In addition, streamlined service operations offer an improved repair velocity, getting our drivers back on the road.”

– Scott Reed, SVP of Maintenance, Werner

“It is exciting to work with the Werner EDGE team on evolving their digital transformation initiatives for service event management,” said Brian Mulshine, Navistar's Director of Aftermarket Technology. “Werner is finding creative ways to leverage available data from our systems to automate Werner's administrative processes and improve the driver experience. Investments in digital integrations like these will help the industry streamline processes for our customers, dealers and suppliers.”