CASE STUDY

CITIZENS ENERGY GROUP, A PUBLIC CHARITABLE TRUST NATURAL ENERGY COMPANY UTILIZES FLEET MANAGEMENT SOFTWARE AS A HOME FOR ALL THEIR FLEET DATA.

ABOUT CITIZENS ENERGY GROUP

In 1887, Indianapolis civic leaders came up with the idea of operating a natural gas company as a Public Charitable Trust, solely for the benefit of customers and the community. Today, this Trust lives on as Citizens Energy Group, a broad-based utility service company, providing natural gas, thermal energy, water, and wastewater services to about 800,000 people and thousands of businesses in the Indianapolis area. At Citizens, their vision is to fulfill the promise of the Trust to serve our customers and communities with unparalleled excellence and integrity.

THE CHALLENGE

Citizens Fleet has grown in numbers, and their data was in many areas including spreadsheets, paper, and other programs. While providing services to many different types of vehicles and equipment, they struggled working with multiple systems and partners to get all of their data into one location. As the fleet department continued to grow, reporting was becoming too difficult and time consuming. They needed a system that would allow all their different points of data to be imported into and have the data at their fingertips upon request.

THE SOLUTION

By implementing Collective Data's high-end fleet management system, Citizens has been able to take all of their fleet data from various areas and import it all into one place, utilizing Collective Data as a central data hub. From fuel card data, telematics (including Diagnostic Trouble Codes with different severity levels, FuelMaster as well as their internal Active Directory, they now have all of their data in one easy-to-access space. Citizens has been able to set user security levels, making it easy to set up user groups that match their internal hierarchy or customize by individual users. With multiple service partners, protecting their data while still having the capability to pull out data was essential. Collective Data makes this process simple and secure.
The software's capability to be configured to match exactly what they needed was a huge factor in Citizens' decision to move forward with Collective Data. A firewall was created in between two vendors while allowing the owner to see everything as one, field operations can input requests remotely and the ability to integrate with multiple other systems were all essential functionalities that Collective Data was able to provide to Citizens.

Industry

Utilities

Assets Managed

1000+ Vehicles
12 Mechanics & 4 Supervisors

> As a home for all of our fleet data and the flexibility to customize what we were importing, Collective Data was the correct choice. We use Collective Data as a complete Fleet management system for our internal or external service staff. The ability to set up user security levels gives us total control of who can enter data, what can be imported all while making it simple for our drivers to request maintenance.

Crit Crabtree
Manager Engineering, Citizens Energy Group

Solution Features

- Fleet Management
- Automated PM/Inspection/Registration and Cert/MP solution for various types of equipment
- Cloud Based
- Fuel Integration
- Ability to track mounted equipment and associated PMs
- Safety and HR tracking
- Accident and claim tracking
- Mobile data entry
- Ability to track bulk fueling
- VMRS Codes
- Ability for outside contractors to enter data in WO screen
- Dashboard with important items (out of service vehicles, maintenance requests, etc.)
- Reports: vehicle costs, accidents and claims, DOT inspections, billing reports, etc.