AT&T Business

The Weir Group climbs into the driver's seat with the use of AT&T Fleet Management

- **Business Needs** - Better visibility into fleet operations, more efficient reporting processes, improved safety

- **Networking Solution** - GPS-based fleet management platform delivers near real-time information and eliminates time-consuming manual processes

- **Business Value** - Improved driver safety and performance, easier compliance with government regulations

- **Industry Focus** - Mining, oil and gas, power

- **Size** - 14,000 employees working in 70 countries

About The Weir Group

The Weir Group, founded in 1871 by two engineers, is an international company that works with customers in the mining, oil and gas, power, and industrial markets to design, manufacture, and support mission-critical process solutions. Generations of engineering expertise enable the company to deliver products and services that improve customers' efficiency and lower operating costs.

Business challenge

Weir's North American Oil & Gas Division, with 65 locations, wanted to update its driver reporting processes to enhance the safety of its drivers and others on the road and comply more easily with federal regulations. The company also sought to collect more detailed data from its drivers and vehicles to better manage operations.

Solution

AT&T Fleet Management incorporates advanced AT&T Internet of Things services with Geotab's fleet tracking platform to provide The Weir Group a comprehensive solution that meets government regulations, integrates with multiple internal software systems, and helps improve driver safety and performance.

Process improvement on a global scale

Headquartered in Glasgow, United Kingdom, The Weir Group is a worldwide powerhouse whose engineering solutions play an integral role in delivering vital energy and industrial processes. The company's expertise allows mining companies to process natural resources at mine sites and helps release oil and gas from some of the world's most challenging operating environments. Weir's critical components and services also assist in providing safe and effective power generation around the world.

The Weir Group works to be the most admired engineering business in its market by focusing on strategic priorities including people, technology, and performance. It builds confidence and trust among stakeholders by operating ethically and efficiently, minimizing the environmental impact wherever possible.

Renae Whitlock, North America Department of Transportation/fleet manager for The Weir Group's Oil and Gas Division, said safety is the company's top priority, but tracking and logging safety processes has been a challenge. "Everything that Weir does has to be documented, from drivers' hours of service to what kind of equipment we have out on the road, how it's maintained, and if we're paying our taxes for the roads that we're traveling on," she said.

Working for safety and compliance

Drivers must obey traffic laws and follow rules about vehicle operation, electronic logging, and how long they can be behind the wheel, Ms. Whitlock said. Observing some federal regulations is complicated by the nature of Weir's fleet, which includes large commercial vehicles as well as light duty trucks that are sometimes used to pull trailers and other assets. When the small trucks aren't pulling a trailer, they're not required to follow federal electronic logging requirements. Once a trailer or other asset is attached, the driver must follow commercial vehicle regulations or face heavy fines.

Violations can be expensive and may stay on the driver's and company's record for three years and become part of the safety score given to Weir by the Federal Motor Carrier Safety Administration (FMCSA). "We want to make sure that the driver is

in compliance at all times," she said. "If that safety score gets too high, the FMCSA could take away our Department of Transportation number and we would not be able to operate on the road."

Until very recently, Weir drivers used paper log books, calculators, rulers, and other tools to document their trips, hours of service, taxes and other data. Attempts to automate some of these processes brought their own challenges. The company's journey management software program, for instance, required drivers to pull over every hour and call into the office. "It was very tedious," she said.

A way to save time, money, and lives

Ms. Whitlock spent two years researching ways to improve fleet operations before selecting AT&T Fleet Management for Enterprise and Government, which integrates the Geotab fleet tracking solution into the AT&T Internet of Things (IoT) platform. Fleet Management records driver and vehicle data to make it easier to comply with government regulations, helping Weir improve driver safety, avoid fines, and eliminate paper processes. "Everything fell into place perfectly," she said.

The solution uses a tablet device to electronically log all the data that Weir needs to manage its fleet and comply with federal electronic logging device regulations. The solution also boosts efficiency, lowers fuel costs, and reduces maintenance costs.

It promotes driver safety by generating scorecards that track key point indicators like speeding, seat belt

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use, harsh braking, and harsh acceleration. "We make it known to our employees that we're tracking these driving patterns and watching the trends," Ms. Whitlock said. "It's very satisfying for my department to know that with education and these tools that we're actually saving lives." This scoring capability allows Weir to make a competition of safe driving, enabling Weir to give incentives to the safest drivers.

Sanjay Agrawal, head of Information Systems for The Weir Group, designs and deploys technology solutions for the organization in more than 75 countries. He was also pleased with the solution. "Weir Group's fleet environment is fast paced, dynamic, and operates globally," he said. "The AT&T Fleet solution improves the safety of our drivers, improves visibility in operations, and enables consistent policies across our fleet, ultimately, leading to improved overall profitability. With the requirements of our fleet team, AT&T has proven to be the right partner for the job."

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Technology does all the work

Since Weir began using AT&T Fleet Management, drivers no longer have to stop their vehicles to check in with dispatchers every hour. "It's such a simple solution. When the vehicle is powered on, it integrates with our GPS. The driver doesn't have to do anything except drive. He doesn't have to worry whether his logbook is up to date, because the technology that AT&T and Geotab provide is doing all the work," Ms. Whitlock said.

The solution automates many Weir processes. For instance, drivers formerly had to enter their vehicle's mileage on paper every time they crossed a state line. "That's a safety issue," Ms. Whitlock said. "It's a distraction to try to track your mileage as you're driving. Now our GPS knows when we cross a state line and records the mileage." Fueling stops are automatically logged as well. "It's all digital now," she said. "That's a huge plus for us and the driver."

Michael Kilts, Weir Fleet Coordinator, said some drivers were initially skeptical about the solution, but they have come to see the benefits. "They've found that once you learn it, the technology can serve you a lot better than what you had in the past," he said. "The solution has expedited their whole day. They're able to keep track of their days and minutes much better."

The drivers can also use the tablets in their vehicles to reach dispatchers with a single touch. "AT&T Enhanced Push-to-Talk let us remove the old company cell phones from the vehicles and still allow the driver the capability to communicate with supervision or truck-to-truck," Kilts said. "That's a great capability, and the more our drivers use it, the more they enjoy it."

Cutting costs, increasing efficiency

Weir officials are impressed with everything AT&T Fleet Management does for the company. Nicholas Woolever, head of Indirect Procurement, said managing technology providers is not a core competency. "That's why we work with trusted vendors like AT&T," he said. "AT&T delivered an end-

to-end technology solution for our fleet using their network and best-in-class partner ecosystem."

The AT&T solution helped reduce the time Woolever's team spends managing vendors while keeping pricing competitive. "The complete solution reduces Weir's TCO and utilizes the latest technologies to maintain Weir's leadership in our respective industries," he said.

Ms. Whitlock said she considers the partnership with AT&T to be the biggest benefit The Weir Group has realized. "It's a serious business that we're in," she said. "This technology is phenomenal and allows us to operate legally and makes life much easier for our drivers."

The solution also enables the company to run more efficiently. "It allows us to track our fuel consumption and excessive idling so we can address those issues, save on fuel and emissions and cut costs," she said. "We can also document any bad cases that involve fraud. The AT&T solution with Geotab totally makes it a one-stop shop for us to monitor all that and keep track of it in one place. We couldn't do that before we had the platform."

John Gulliksen, another Weir Group Fleet Coordinator, said the Fleet Manager has useful tools that improve productivity. "In a nutshell it helps us on multiple levels," he said. "Managers can see where their vehicles are and pull up the diagnostic codes to see if one needs an oil change or another is having mechanical issues. Knowing which vehicles to pull out of service gives them better forecasting and helps them schedule more efficiently."

Kilts said managers can also make better use of drivers' time. "With the old system, you always had to

rely on the driver to send you the logs, so the back office had no idea how long an individual worked that day," he said. "The great thing about this technology is that we can pull up that individual's log during the day rather than at the end and know exactly where he is and how many hours he has available. Now supervisors can better utilize and dispatch their drivers."

Technology has replaced paper for Weir's tracking and reporting processes, Ms. Whitlock said. "I still have seven or eight filing cabinets in a couple of my offices that I need to get rid of because I have the technology and the capability of going all digital now," she said. "Our goal is to get rid of those filing cabinets and go completely digital, and this technology and collaboration with AT&T is allowing us to do that."

Weir saves money with AT&T Fleet Management since it no longer has to provide log books for every driver and no longer needs to pay another company to manage its tax reports. "Those expenses are gone, because it's tracked inside Geotab and we can pull the reports and automatically download the data," she said. "We also save money because our team doesn't have to manually do everything. Our employees can be more productive now."

Technology supports core values

AT&T also helps Weir keep track of valuable assets, using the same portal that it accesses to manage its fleet. Thanks to AT&T Flow Designer, Ms. Whitlock said, "We know exactly where our equipment is." In the past, the company used checkout sheets on which drivers recorded the trucks and trailers they were using. "If they didn't record it or didn't check it back in, we might not know where they left it. We've had tractors

stolen from locations and had drivers forget where they dropped a trailer," she said.

A trailer that's lost or stolen could cost Weir from $8,000 to $2 million, she said. "The platform allows four fleet team members to track over 1,000 pieces of equipment and more than 1,500 employees and that's just in the U.S.," she said. "AT&T has allowed us to do our job and do it very efficiently. I can't put a value on how this integration has helped us. It's just tremendous."

Weir managers appreciate the support and advice that AT&T provides, Kilts said. "We meet weekly with AT&T to discuss our objectives, and what we need to do better to make the project successful for Weir and AT&T," he said.

Ms. Whitlock said the account team works hard to resolve any issues that come up. "I really ask a lot of AT&T but they give me 100 percent every time," she said. "AT&T has added to our headcount when it comes to productivity and getting things done. They are very, very helpful and respectful to me and my team."

She appreciates the improvements that the AT&T solutions have made in her workplace. "Technology has come so far. It's amazing what we can track and monitor to improve our safety, our relationships with customers and our environment," she said. "The AT&T technology that we are using today is just phenomenal. It allows us to track all the things that are the core values of Weir."