



M Keys Case Study

The customer success story integrating Webfleet Telematics and Mantis Vehicle CCTV System

 M. Keys Transport

Website

<https://mkeystransport.com/>

Industry

Transport

Fleet Size

50



David Crangle
Business Development Manger,
Simplicity Group

“Working with M Keys to improve their systems has been a rewarding experience. It's a testament to their forward-thinking approach and commitment to staying competitive in an ever-evolving landscape. Together, we've embarked on a journey of innovation and efficiency, and it's inspiring to see the dedication of their team to continuous improvement. We're excited about the positive changes ahead and the mutual success we'll achieve together.”

Background

M. Keys Transport is a leading transport company centrally located in the Clogher Valley just off the main A4 between Clogher and Fivemiletown. M Keys Transport has evolved from a small selection of lorries, initially used for transport needs within M Keys farms, to a professional transport company renowned for excellence throughout Ireland.

Challenges

M Keys Transport found that the current system wasn't meeting their expectations and had lost trust in the solution due to a lack of support & the time to retrieve data.

Support with their provider had been cut and response times were taking too long. That caused a series of Internal issues and fragmented internal systems. M Keys established that they were losing on average 7 hours per week running and managing reports and 3 hours per week communicating between departments.

Objectives

- **An Integrated Telematics & Vehicle CCTV Solution**

A telematics & vehicle CCTV that works together and keeps data in one place.

- **Reduce time spent on reporting to save 10 hours per week.**

Detailed analytics and reporting, allowing businesses to easily access the key insights to their business.

- **Improve customer SLA Timelines**

Have a dedicated account manager and support team that can respond quickly when needed.

- **Complete installation and set up without affecting business**

Provide painless installation, set up, training & support from onboarding to operation.



Solutions

1) A Fully Integrated System using Webfleet & Mantis Live

M Keys chose a [Webfleet telematics](#) & [Mantis Live](#) solution which was fully integrated to allow streamlined processes and enhanced productivity.

2) A Detailed Onboarding Process

Simplicity Group have a dedicated onboarding team which took M Keys through:

- Kick-off to define the onboarding goals and projected end date.
- Senior engineer to make the first installation.
- A training plan tailored to products purchased.
- A complete installation review.
- Handover to account manager.

The onboarding process allowed for minimal business impact, faster productivity, better integration, enhanced training and customisation.

3) Support (2 Working Day SLA) & Account Manager Routine Reviews

Simplicity Group have a dedicated support team to assist with any issues and aims to resolve and reply to any problems within 2 working days.

The dedicated account manager will review accounts on a regular basis to ensure the system is meeting expectations and to increase efficiencies where possible.

4) Bespoke System to Make Reporting Simple and Convenient

The onboarding and customer success team worked with the M Keys team to make the system work for them and report on what they needed to see. That has helped streamline the reporting and analytics and saves up to 10 hours per week.

Testimonial



**Freddie McDowell,
M. Keys Transport**

"The onboarding system here has been exceptional. It has provided us with all the tools, knowledge, and support needed for a successful start. It not only facilitates a seamless transition but also aligns with the company's needs."

"So far, the overall system is equally impressive. Whether it's operations, technology, or management, everything functions in perfect harmony."



**All-in-one
Solution**



**Onboarding
& Support**



**Simple Reporting
Structure**



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