



CUSTOMER SUCCESS STORY

Delivery Authority Reduces Collisions by 81% with Nauto

WHAT THEY DO

The Delivery Authority, established in 1995, delivers as many as 15,000 packages to banks, mortgage companies, attorneys, grocery stores, and others around the greater Chicago area. With dedication to its core principles of trust, reliability, and safety, The Delivery Authority has won over 750 long-term customers in Illinois and is expanding services to Milwaukee.

WHAT THEY'RE SAYING

“In our initial rollout with Nauto, we saw an 81% reduction in collisions. We are now installing Nauto in all of our vehicles after the unbelievable results. There’s no denying that awareness coupled with performance management drives performance.”



Stephanie Moore
President



CHALLENGES

Keep drivers safe and focused while on the road

With traditional telematics, The Delivery Authority was unable to access the visibility and context it needed to enable safer driving in its fleet. They wanted an end-to-end, context-rich, driver behavior modification solution that would help the company reduce collisions and insurance claims while improving driver safety.

Prevent false claims and avoid increase higher insurance rates

Unfortunately The Delivery Authority has found themselves the subject of damage claims that they had no way to prove or discredit. One driver was accused by a customer of robbing his home. In another instance, a driver was involved in a collision that put him in danger of termination. Before Nauto, the company had no way of properly investigating these instances.

RESULTS



Decreased collisions by 81% in three months

Within just three months, Nauto’s actionable insights were able to help The Delivery Authority improve driver safety performance and significantly reduce collisions. Nauto is now The Delivery Authority’s primary resource for understanding fleet performance, and Nauto is now installed in the entire Chicago fleet, with additional installations scheduled for the Milwaukee expansion.



Exonerated driver of wrongful claim in the first three months

Executives and managers aren’t the only ones finding value in Nauto’s On-Demand Coaching. For the aforementioned driver accused of robbery, Nauto provided evidence that ultimately exonerated him. In the other instance with the driver who was involved in a collision, video evidence from Nauto proved he was not at fault, thus saving him from termination.



Added coaching and incentives to reduce high-risk driver activities

On a weekly basis, The Delivery Authority reviews Nauto’s proprietary VERA Scores® and Safety Insights to identify the safest drivers, as well as the drivers who pose the most risk to the fleet. With this information, the safety manager then knows to spend extra time coaching the drivers who have the lowest rankings to improve their driving behaviors.

The Delivery Authority also uses the VERA Score to identify and reward top-ranking safe drivers with a monetary bonus and is considering expanding the program by publishing a leaderboard for all drivers to understand their performance within the fleet.