BOLT DATA

MODERNIZING INTERNAL PROCESSES AT BUSPATROL TO IMPROVE BUSINESS OPERATIONS AND MAKE ROADS SAFER FOR STUDENTS

The power of AI and a seamless safety program

BUSPATROL

Industry
Safety

Website
buspatrol.com

Headquarters
New York, Louisiana, Pennsylvania, Quebec (Canada), and Virginia

ABOUT BUSPATROL
THE WORLD'S MOST TRUSTED & DEPLOYED AI-POWERED SCHOOL BUS SAFETY PROGRAM

BusPatrol is a safety tech company with a mission of making the journey to and from school safer for children. Through cloud connectivity, AI, and IoT devices, BusPatrol modernizes school buses with transformative solutions to address the illegal passing of stopped school buses and other pupil transportation safety issues.

THE CHALLENGE
STREAMLINING SYSTEMS TO MAXIMIZE EFFICIENCIES AND SCALE GROWTH

When BusPatrol first started, it developed a quality assurance (QA) checklist system using Microsoft Excel to record information about buses pre- and post-inspection from a quality perspective. As the company continued to grow, this became difficult to manage and search.

Before each installation, they'd refer to their pre-inspection checklist to ensure the bus was not damaged, avoiding the potential for costly claims after the fact. The same process took place for maintenance in which they'd have to prove they completed the work as expected.

As BusPatrol continued to expand, managing, searching, and reporting became a challenge. It was at this juncture that BusPatrol made the decision to implement a modern fleet management solution. BusPatrol partnered with Salesforce and identified Salesforce Field Service as the right solution.

BusPatrol then enlisted Bolt Data to discuss how to best tailor Salesforce Field Service to BusPatrol's specific needs. Bolt Data took the time to understand BusPatrol's business objectives, priorities, and how to craft a program that could enable the company to scale its installation services quickly. Installation bottlenecks were identified as a business initiative and were directly tied to their ability to meet aggressive revenue targets.

"Bolt Data's presentation was by far the best presentation we saw and they went into detail that no one else could."

Alex Lane
EVP, Global Field Operations
BusPatrol

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THE SOLUTION
A COMPREHENSIVE ASSET MANAGEMENT SYSTEM, TAILORED TO BUSPATROL'S BUSINESS

As a result of many collaborative discovery sessions, Bolt Data confirmed that Salesforce Field Service was the best fit for BusPatrol.

Based on this determination, Bolt Data built a streamlined asset management system for BusPatrol to manage their kit assets, temporary storage locations, bus inventories, and account relationships among our programs.

The asset management system Bolt Data designed became the building block for deploying field technicians to school bus lots for camera kit installations, maintenance tasks, and camera kit decommissions.

The Salesforce Dispatcher Console and Crew Management module gave BusPatrol control in deploying large crews to sites for both short and extended jobs. The flexibility of kit and asset selection while onsite provided support to a nimble work crew and ever-changing bus locations.

Bolt Data also leveraged the Salesforce Field Service mobile application which gave BusPatrol technicians the ability to record all aspects of their work including extensive pre-and post-install checklists with photo documentation from the job site.

Asset management was supplemented with quality assurance processes to ensure proper installation, complete documentation, and asset accountability.

SOLUTION PROVIDERS

BOLT DATA SERVICES
Implementation Consulting

salesforce
PARTNER

SALESFORCE CUSTOMER 360 APPS
Field Service

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THE IMPLEMENTATION PROCESS
DESIGNING AND IMPLEMENTING A PHASED APPROACH TO CREATE ORGANIZATIONAL CHECKPOINTS THROUGHOUT THE PROCESS

BusPatrol pushed for an aggressive implementation schedule that began with a minimal viable product (MVP) for the first go-live. This was tied directly to the goal of improving installation productivity, resulting in higher revenue potential.

The Salesforce Field Service module was minimally tailored to support the basics of BusPatrol's asset management, dispatch and crew management, and service documentation.

From there, a 14-week rapid MVP turned into a live system that was used mainly for recording installations and driving higher crew productivity and installation quality.

Once this step of the process was complete, the Bolt Data team shifted their attention to a series of mini sprints to stabilize and enhance the MVP in order to improve user experience and streamline key processes. Bolt Data and BusPatrol worked closely with Salesforce product management to include an innovative pilot project that essentially took a "briefcase" of data onsite where working in a disconnected mode is a necessity. The enhanced briefcase capabilities greatly improved the installation crews' ability to navigate the installation process while offline.

To build on the MVP release, Bolt Data designed and implemented three full sprints:

IMPLEMENTATION SPRINTS

SPRINT 1: SYSTEM INTEGRATION	SPRINT 2: KEY COMPONENT MANAGEMENT	SPRINT 3: SUPPORT ENHANCEMENTS
Bolt Data built key integration with the enterprise resource planning (ERP) system as well as a more complete quality management system that included enhanced onsite checklists, Quality Assurance pass/fail procedures and comprehensive follow-up during revisits. Break-fix functionality was a main area of focus during this sprint.	The management of key components of kits to create more control and accountability for high-priced component swap-outs was the focus of this sprint. Technician scorecards were implemented to help keep track of install times, quality goals, and throughput.	Bolt Data assisted dispatch enhancements, third-party contractor support, and project management capabilities.

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THE RESULTS
CREATING CONFIDENCE THROUGH COMPREHENSIVE DATA COLLECTION AND ANALYSIS

Bolt Data's ability to create a tailored and robust asset management system that streamlined the various components of BusPatrol's processes gave the company confidence in its data. In one example, with Salesforce Field Service now in place, the company gained the ability to track quality issues by count and type which empowered them to implement process improvements. These improvements led to a 60% reduction in quality errors. This critical metric was simply lost in the data.

Now, with Bolt Data's innovative solution in place, **BusPatrol reduced its quality error rate by 50% and with minimal critical errors.**

These improvements gave BusPatrol full visibility of all its assets including an interactive map that shows the location of each technician. Technicians can now capture and store high-quality photos of the bus both before and after installation and repair for quality purposes in Salesforce.

> ## "We're able to catch more quality errors which improved our workmanship quality by 10% across the board."

Alex Lane
EVP, Global Field Operations
BusPatrol

50%
QUALITY ERROR RATE REDUCTION

INSTALLATION TIME REDUCTION

DOCUMENTATION IMPROVEMENT LEADING TO REDUCTION OF TECHNICIAN VISITS

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Bolt Data's innovative design continues to harness the capabilities of Salesforce and will give BusPatrol complete control over their data and processes to grow their business and deliver their turnkey school bus safety program.

As a result of the implementation, BusPatrol experienced:

- Overall quality improvement from the input of data to the output of BusPatrol's innovative offering.

- Reduced installation times.

- Improved documentation which reduced revisits.

- Improved cycle time between the end of installation and quality assurance checks. This facilitated problem-solving of installation issues while crews were still on site.

- Efficient scheduling and crew management to improve technician utilization.

- Reduced reliance on third-party vendors.

- Optimized violation capture potential through better visibility of the priority bus install queue. Priority buses are determined by the volume of stops on the route. More stops translate to an increased potential for risk.

DRIVING CREW ADOPTION WITH GAMIFICATION

As part of the plan for crew adoption of the new system, BusPatrol incentivized the effective use of the mobile app as part of the change management program. Salesforce was used to track installs and maintenance and points were awarded to each technician and crew for each accurately completed task. Every two weeks, a pod (a group of three technicians) with the most points received a $350 reward. The result was increased flexibility, predictability, and ability to schedule technicians which has led to a much happier and more productive installation crew.

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"Before partnering with Bolt Data, BusPatrol recognized the importance of improving our processes to deploy our technology and better serve communities across America. With almost 100 technicians in the field, controlling the quality of their work was a challenge and priority. Thanks to Bolt Data's ability to see the big picture and create scalable solutions, we're confident our new system supports our program's growth and adoption."

Alex Lane
EVP, Global Field Operations
BusPatrol

About Salesforce
Salesforce is the world's #1 customer relationship management (CRM) platform. Our cloud-based CRM applications for sales, service, marketing, and more don't require IT experts to set up or manage – simply log in and start connecting to customers in a whole new way.

About BusPatrol
BusPatrol's safety programs curb dangerous driver behavior around school buses and create a culture of awareness and responsibility on the road. In addition, they provide accessibility for school districts, and municipalities to modernize their entire school bus fleets by outfitting them with the latest stop-arm, route planning and route execution technology.

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