



## CASE STUDY

### How to reduce downtime and maintenance costs



*When we needed help with our fleet challenges or unreliable trucks, increasing repair costs and frustrated employees and customers, we turned to BTR. They were able to put a program together that not only solved our immediate challenges but working with them has allowed us to grow our business. Every time we call with a new [challenge] we are met with a positive response that has provided positive outcomes."*

**- Tim E. Burns,  
Chief Administrative Officer**

#### THE CHALLENGE

Big Sky Environmental was faced with a myriad of issues including faulty and expensive repairs to their road trucks, which resulted in missed pickups and complaints from customers. This caused operational issues due to downtime for repairs. At the same time, they faced an increase in demand for services by new customers.

#### HOW CAN BTR HELP YOU?



**(813) 280-5187**



**BTRSales@BigTruckRental.com**

#### THE SOLUTION:

Big Sky Environmental implemented BTR's Complete Fleet rental program, which allows customers to select from an extensive fleet and refresh as needed, maintaining like-new trucks. BTR's Complete Fleet reduces downtime by servicing or replacing broken trucks, and structured maintenance costs allow for easy estimating and budgeting—all of which helps to reduce capital expenditure and build a reputation for being reliable among customers.

#### THE RESULT:



Big Sky Environmental was able to

**REDUCE DOWNTIME BY**

**75%**

all while cutting costs and increasing fleet size to accommodate a growing customer base.

Additionally, drivers' and mechanics' morale were increased by knowing they can get their work done without the interruption and inconvenience of repeated repairs and breakdowns.