

# FORIS SOLUTIONS DISCOVERS FIRSTHAND HOW TELEMATICS IMPROVES DRIVER BEHAVIOR AND BOTTOM LINE



## SAFETYCONNECT

No business wants to see its insurance claims increase. But that's just the dilemma the Michigan-based investment firm Foris Solutions, LLC was facing. In just two short years, its claims increased considerably. It was time to find the cause and a constructive solution.

Foris Solutions has invested in companies with operations in states including Texas, Indiana, Delaware and Maryland – in addition to its home state. This translates into having to coordinate fifty trucks over seven locations. Without the right tools in place, this was a recipe for trouble.

“We were getting reports that employees were driving erratically. We also had an increase in repair bills,” explained Chief Operations Officer Joe Loader. “We had to see what these guys were doing.”

That's when Foris Solutions reached out to its agent, Lillian Durham, at VTC Insurance Group and Amerisure Risk Management Specialist, Stacy Trent, for assistance.

“As the business started growing, it became evident that a consistent strategic plan was necessary,” said Durham. “They needed to be able to communicate information back and forth including the standards that needed to be set: safety standards, accident report standards, driver standards, etc.”

“Amerisure Field Marketing Underwriter Claire Fagan, Lillian and I developed a game plan to encourage Joe Loader and Foris to take a hard look at implementing our telematics program to help with their commercial auto loss ratio issues,” stated Trent.

## FLEETALLIANCE TO THE RESCUE

Loader and Foris Solutions were soon enrolled in Amerisure's pilot telematics program FleetAlliance. The company soon installed units in all of its fleet vehicles and took full advantage of all the management tools now at its disposal.

“We turned on warning alarms in the office and in the vehicles,” said Loader. “It lets us know if they drive too fast, accelerate too quickly or brake too hard. The alarm in the vehicle lets the drivers know that this information is going back to the office as well.”

The impact of the telematics program was quick and impressive. Foris Solutions found significant savings almost immediately and dropped their claims by nearly 80 percent. Driver behavior vastly improved, including a major decrease in idling time. However, one driver didn't heed any of the warnings.

“We had one driver who had erratic driving habits. We wrote him up and eventually had to fire him. When the employee filed for unemployment, FleetAlliance enabled us to pull up his poor driving report as evidence to turn down unemployment benefits. That was about \$10,000 in savings,” explained Loader.

Another benefit of taking part in the telematics program will have long-felt implications. Foris Solutions uses the telematics reports as a coaching tool to train drivers in its new fleet safety program.

“Utilizing telematics to enhance our fleet safety is extremely important to us; it allows us to encourage our drivers be as safe as they can be,” said Loader. “Plus, the reduction in costs we experienced easily paid for the system in no time.”