

Ko Olina Transportation

Since 1975, Ko Olina Transportation has provided visitors on the island of Oahu with personalized VIP transportation service. For the last 15 years, The company has been working with the luxury Ko Olina Resort providing airport transfers, arrival “meet and greet” services, wedding charters, VIP charters, dinner charters, and tours to guests.

“With its real-time availability, Azuga Fleet lets us operate our entire fleet as efficiently as possible and deliver superior customer service to our clients”

Denny Walker, General Manager



Challenges

- ▶ With a high tourist population, combined with local residents and limited roads, congestion and traffic delays frequently cause problems. Further, due to Hawaii's remote location, cell phone use is often limited and not guaranteed.
- ▶ It's up to us to ensure that we make logistics like transportation as seamless as possible. We need to be in constant communication with our drivers, and be proactive about the maintenance and upkeep of our vehicles.

Solutions

- ▶ Azuga Fleet's plug and play devices are easy to install. Hassle free.
- ▶ It enables the company to optimize routing, stay in communication with its drivers, monitor vehicle health and oversee driver behavior.
- ▶ Vehicle health monitoring alerts have allowed identifying issues early on, helping us ensure there are no problems when guests are present.
- ▶ With the real-time availability, Azuga Fleet has helped operate the entire fleet as efficiently as possible. There is no longer dependency on cell phone communication.

Results

- ▶ **Improved Safety**
Letting drivers see real-time driver behavior and safety scores has encouraged them to become safer. The company has not had an accident in over five years.
- ▶ Vehicle health alerts give Ko Olina Transportation timely information on coming maintenance issues, letting them proactively fix problems, avoiding the costs and service failures from breakdowns.
- ▶ Azuga Fleet enables the company to know exactly where all its vehicles are at any time, resulting in better dispatch decisions, optimized routes and better service.

