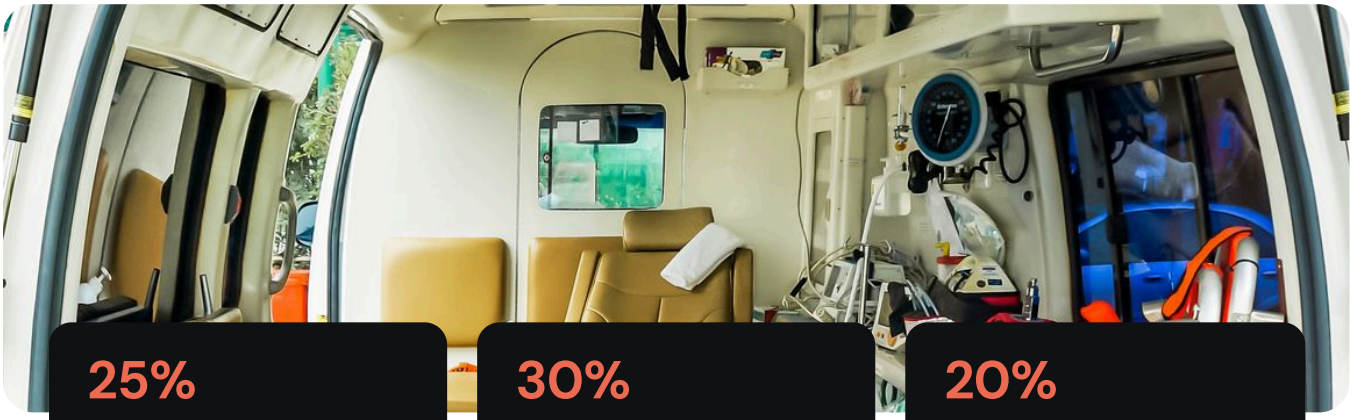
Healthcare · Global

An urban ambulance service cut average response times by 25%

A city ambulance service put GPS trackers in every vehicle and scheduled maintenance from real mileage, so more ambulances were ready and the nearest one could be sent.



25% shorter average response times

30% higher vehicle availability

20% fewer vehicle breakdowns

AT A GLANCE

INDUSTRY
Emergency medical services

SIZE
Medium

OPERATION
Urban ambulance service

PREVIOUSLY
No organized fleet system

FEATURES USED
Connected · Maintenance · Work · Insight

01 The client

The client is a busy urban ambulance service. Its fleet has to be ready around the clock, and every minute between a call and arrival matters to the patient.

Keeping each ambulance serviced, available and located is the core of its operation, and that had become hard to manage without a system.

02 The challenge

Vehicle availability was inconsistent, maintenance was delayed, and dispatchers could not see where ambulances were. Response times suffered, and so did patient care.

- No real-time view of ambulance locations.
- Maintenance delays led to breakdowns and vehicles off the road.
- Inconsistent availability made planning shifts and coverage hard.
- No organized data to guide resource decisions.

03 What they set up in Asset Infinity

The service set up its fleet in Asset Infinity, with a GPS tracker in every ambulance and maintenance planned from the vehicles' own readings.

Connected

GPS tracker in each ambulance

Trackers show where every ambulance is and feed odometer and engine hours into its record, without anyone typing in readings.

Maintenance

Servicing by mileage and date

Preventive plans schedule each vehicle's servicing by date or meter, using the readings the trackers supply.

Work

Automated maintenance alerts

Due servicing raises a work order and alerts the fleet team, with reminders if it is left waiting.

Insight

Fleet performance reports

Dashboards show vehicle availability, utilization and maintenance history, so managers see which ambulances are ready and which need attention.

04 How it works day to day

Here is how the ambulance fleet is kept ready now.

SYSTEM

Tracks every ambulance

GPS trackers report each vehicle's location, odometer and engine hours to its record throughout the day.

DISPATCHER

Sees where vehicles are

With live locations on screen, the dispatcher can see which available ambulance is nearest to a call.

SYSTEM

Raises servicing when due

When a vehicle reaches its mileage or date for servicing, a preventive work order is raised and the fleet team is alerted.

FLEET MANAGER

Schedules the vehicle in

The manager assigns the work and plans the vehicle's time off the road around shift coverage.

MECHANIC

Services and records

The mechanic completes the checklist, records parts and notes, and closes the work order so the ambulance returns to service.

OPERATIONS HEAD

Reviews fleet performance

Reports show availability, utilization and breakdowns by vehicle, pointing to the ambulances that need attention.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Vehicle location	Unknown to dispatch	Live from GPS trackers
Maintenance	Delayed and unplanned	Scheduled by mileage and date with alerts
Breakdowns	Frequent	20% fewer
Availability	Inconsistent	30% higher
Response times	Delayed	25% shorter on average

06 How it rolled out

1

Needs assessed. The service and Asset Infinity reviewed fleet workflows and pain points.

2

Trackers installed. GPS devices were installed in each ambulance.

3

Plans and alerts set. Maintenance schedules and alerts were set up for the whole fleet.

07 The results

15% more efficient ambulance usage, with less unnecessary downtime

- Faster response and better availability contributed to better patient outcomes
- Clear data on response times, utilization and fleet performance

08 Why it worked

Readings without data entry

Trackers supply odometer and engine hours directly, so maintenance plans run on real use.

Location in one place

Seeing every ambulance on screen helps dispatch send the right vehicle.

Servicing never forgotten

Automated alerts make sure each vehicle is serviced before it breaks down on a call.

09 Looking ahead

With GPS trackers in every ambulance and maintenance driven by real readings, the service cut average response times by 25% and raised vehicle availability by 30%.

The same records now guide fleet decisions. Each vehicle's mileage, servicing and breakdowns are in one place, which shows when to service it and when to replace it.

See it on your own assets

A 30-minute demo, set up for an ambulance or emergency fleet operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial