



Lanes Group plc improves safety and makes annual savings of over £300K thanks to Samsara's real-time insights



Industry: Utilities

Location: UK-wide

Fleet size: Over 3,000 assets

£60K

saved in annual workflow costs

£250K

saved on insurance for the year

Top 25%

of safest fleets according to Samsara

Challenge

Poor visibility of its fleet and drivers meant money was being lost on operational inefficiencies, false insurance claims and driver turnover

Products

Samsara Connected Operations Cloud, Dash Cams and Vehicle Gateways

Solution

Accurate and easy-to-digest data allows Lanes Group plc to foster safer, more efficient and happier drivers, achieving massive cost-savings across the board

A commitment to service, safety and excellence

Lanes Group plc is the leading wastewater utility solutions provider and largest independent drainage specialist in the UK. The company offers vital services from drain unblocking and CCTV surveys to bulk waste removal and clean water maintenance for businesses and households across the UK and Eire.

Starting out as an independent drainage company in Leeds in northern England, Lanes Group plc now employs over 4,000 people and boasts a turnover in excess of £430 million. Yet they remain just as committed to their operational cornerstones: product innovation, customer service, and the health, safety and well-being of their people and the public.

Supporting drivers to work safely

With a large and growing fleet, Lanes Group plc wanted to double down on safety and reduce the number of road incidents that were occurring. At the time, they had limited visibility of driver behaviour meaning that they couldn't gather the insights they needed to strengthen safety practices across the workforce. What's more, the data that they could access from previous safety technology was complicated to manage and analyse.

Lanes Group plc needed a smart solution that would help drivers focus their attention on their behaviour when out on a shift, while also allowing teams back at HQ to study patterns and use that to inform driver safety coaching.

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Andrew Smith, WNS Fleet Manager, Lanes Group plc



We've seen a huge drop in the number of at-fault claims, and a significant improvement in our ability to defend non-fault claims. The data speaks for itself: In the same 6-month period from the previous year, our payouts have dropped by £125,000. And, a significant number of would-be 50/50 claims, are now classed as non-fault claims.

Andrew Brierley, Technical Director, Lanes Group plc

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"Taking a proactive approach to safety is one of the most important things we can do as a business. And now, with the right technology in place, we have the visibility to better protect the integrity and livelihoods of our engineers," he added.

Achieving new safety milestones

After implementing Samsara's vehicle gateway hubs, Lanes Group plc was able to access accurate data fed back by dual-facing dash cameras about road incidents. Before, when drivers received complaints or were falsely accused of causing an accident, managers could only rely on the word of the driver against the word of the complainant. Now they were able to review footage of what actually happened and make a case for their employee, passing any evidence onto relevant authorities.

One incident involved a false claim where a member of the public accused a driver of reversing into their vehicle in a restaurant car park, and giving them whiplash and causing substantial damage to their car. Upon looking at the dashcam footage, it turned out that the accuser was not even in the car at the time and had attempted to commit insurance fraud. Without this footage, Lanes Group plc and the driver would have faced substantial fines, a costly insurance claim and a tainted record.

Moreover, the management team were able to share examples like this across the organisation to help drivers understand the benefits of the tech and increase awareness of safety risks.

"It's incidents like these that also show our drivers that we're on their side. Rather than putting the blame on them when incidents occur and creating a resentful relationship between a driver and their supervisor, we're proving that drivers matter and that we trust them to do their job well," said Andrew.

Since installing Samsara, Lanes Group plc has seen a reduction in the frequency and severity of incidents, recently featuring in the top 25% of safest fleets according to Samsara's annual Fleet Safety Score.

Annual insurance savings costs of £250K

Road incidents across the fleet were costing Lanes Group plc significant amounts of money in insurance claims because they were not able to prove that their drivers were not at fault. It was often more cost-effective to pay the claim rather than take up a case in court with no evidence to protect themselves.

But with Samsara, the team could avoid paying out for false claims and thus reduce the number of claims made overall. This meant they were able to lower their premiums and reduce the average cost of each claim by £1,000 – generating an annual insurance saving overall of £250K per year.

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Wayne Earnshaw, Chief Executive Officer, Lanes Group plc

The company has made efficiency gains in terms of how long it takes to deal with complaints from the public. What used to take a week to investigate now takes hours, if not less.

"It's a massive time-saving. All we need to do is download the footage from the driver's cab and take a look. Then we can action a response almost immediately. There's no need to start a lengthy process of speaking to everyone involved and trying to get to the bottom of it," adds Andrew Smith.

£60,000 saved on a single contract thanks to optimised driver workflow

With Samsara technology, Lanes Group plc has been able to automate many of the manual processes across its operation. Drivers get to spend less time on administration and filling out paper forms or submitting documents in person. Instead, they can spend more time focusing on improving their driving and completing tasks safely.

"On one contract alone we've saved around £5,000 a month in terms of the cost of time spent on driver management and administration. I would assume similar figures for the same products used elsewhere in Lanes Group plc," said Andrew Smith.

Leadership can now focus on what's most important – their business and its customers.

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