

# DURON.™

## LONG TERM PARTNERSHIP DELIVERS RESULTS

**transervice** EST 1969  
A History of Service | A Tradition of Excellence

**CUSTOMER:**  
TRANSERVICE,  
NORTH AMERICA

**RESULTS:**  
PRODUCT CONSOLIDATION, OPTIMIZED  
DRAINS, SIGNIFICANT COST SAVINGS



AN HF SINCLAIR BRAND

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**“ LUBRICANTS ARE ESSENTIAL TO RUNNING OUR COMPANY AND SINCE WORKING IN PARTNERSHIP WITH PETRO-CANADA LUBRICANTS, WE’VE EXPERIENCED RESULTS THAT HAVE HELPED SIGNIFICANTLY REDUCE COSTS AND IMPROVE EFFICIENCY. ”**



**MATT COPOT,**  
VP MAINTENANCE

**Transervice** is a fleet leasing and management company servicing the transportation needs of some of North America’s leading companies, such as Walgreen’s, Kroger and the New York Times. Managing approximately 25,000 pieces of equipment in over 120 regional and local facilities across North America, Transervice’s 1,200-strong workforce provides proven and innovative transport solutions.

## THE CHALLENGE

Managing a wide range of different vehicles and equipment for a large variety of customers across North America means that Transervice’s drivers and technicians manage a very diverse fleet. Each of its customers therefore have unique lubricant requirements depending on the equipment serviced at each location.

Before the close collaboration with Petro-Canada Lubricants, an HF Sinclair brand, Transervice’s lubricant purchasing was decentralized, meaning each of its locations ordered lubricants from local distributors rather than through the Petro-Canada Lubricants customer service team.

This purchasing process meant that Transervice’s HQ, based in Lake Success, NY, did not have sight over which lubricants were being ordered, in what quantities and whether they were being delivered on time. Alongside a business-wide push for standardization, Transervice sought the expertise of its lubricant manufacturer, Petro-Canada Lubricants to identify where any overall efficiencies could be made.

## THE SOLUTION

In close collaboration with Petro-Canada Lubricants, Transervice conducted an extensive review of all lubricant products used across its 120+ locations. Spanning a two-month period, technical experts from Petro-Canada Lubricants also analyzed the different types of equipment across the company’s sites to understand where Transervice could reduce the number of lubricants used.

By standardizing orders through a centralized system managed by Petro-Canada Lubricants, our dedicated sales and support team was able to analyze purchasing patterns, spot anomalies and inefficiencies which helped reduce the burden on Transervice’s technicians. With this data available, Transervice can make regular informed adjustments to its orders to help reduce the number of cancellations, monitor deliveries and avoid its locations running out of lubricants.

Having identified these potential improvements, Petro-Canada Lubricants and Transervice also began trials aimed at safely extending oil drain intervals in combination with a robust oil sampling program. With the support of technical service advisors analyzing and interpreting the data, we were able to identify opportunities for improvements.

## THE RESULTS

Following the extensive product review, Transervice was able to significantly reduce the number of products used across its locations. Petro-Canada Lubricants technical experts found that a much smaller number of its high-performance products were suitable for the full range of equipment managed by Transervice across North America. One such example showed a reduction in the number of greases Transervice used **from twelve to one.**

The centralized, single source order system allowed Transervice to verify that each of its locations were ordering the correct product, removing the inefficiencies of the previous decentralized process. Added to this, with deliveries managed by Petro-Canada Lubricants, Transervice was able to reduce delivery times by nearly half a day, even during the COVID-19 pandemic. This meant that products were available quicker, allowing Transervice to reduce downtime in its customers’ fleets.

Following trials between 2019-2022, Transervice was also able to safely extend oil drain intervals over **2X more**, from 25,000 to 60,000 miles. While there is variation across its different locations, the majority of vehicles managed by Transervice now have oil drains between 50,000 and 60,000 miles. Achieved gradually with the support and advice of Petro-Canada Lubricants technical service advisors, the oil drain intervals were extended safely and confidently, without voiding equipment warranty. Transervice continues to conduct a robust used oil analysis program which identifies issues before they occur and require costly repairs.

This oil drain extension secured **23%** cost savings compared to previous levels, which has enabled Transervice to offset inflation price increases.

**“ The service provided by Petro-Canada Lubricants is second to none. Every step of the way, they have been part of the solution, not the problem. Identifying issues is one thing, but the support in implementing changes has been invaluable,”** said Matt Copot, vice president of maintenance at Transervice. **“The kind of results we have seen are not possible without close collaboration and partnership. ”**

## PRODUCT CONSOLIDATION

By seeking the advice and insight of a technical expert, you can safely consolidate your lubricants while maintaining proper lubrication of vital components.

Seeking guidance is crucial, as consolidation can be an extremely complex process where each Original Equipment Manufacturer’s (OEM’s) recommendations need to be taken into consideration and carefully balanced. Reducing the number of lubricants in your stock can be extremely beneficial and by collaborating with a lubricant expert, any steps that you take will not compromise the protection of engine hardware which could result in increased maintenance costs and unplanned downtime if not addressed. We work with every customer individually to identify what works for them. Our experts consider each customer’s specific application to ensure their lubricant program gets the best out of their fleet.



# OUR NO-NONSENSE LUBRICANTS WARRANTY

Petro-Canada Lubricants will repair damaged equipment, or replace damaged equipment parts resulting from a failure due to defects of the Petro-Canada lubricant, as long as the lubricant is used in accordance with your equipment manufacturer's and our recommendations.

**IT'S MORE THAN JUST A WARRANTY. IT'S A COMMITMENT.**

To learn more about how Petro-Canada Lubricants can help your business visit: **[lubricants.petro-canada.com](https://lubricants.petro-canada.com)** or contact us at **[lubecsr@HFSinclair.com](mailto:lubecsr@HFSinclair.com)**

Committed to the disciplined operation of our business.



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