

Case Study

Driving efficiency across 11,000 state vehicles

How WEX Telematics prioritized fleet privacy to earn buy-in across the state's 45 agencies

CENTRAL MANAGEMENT SERVICES
CMS
ILLINOIS



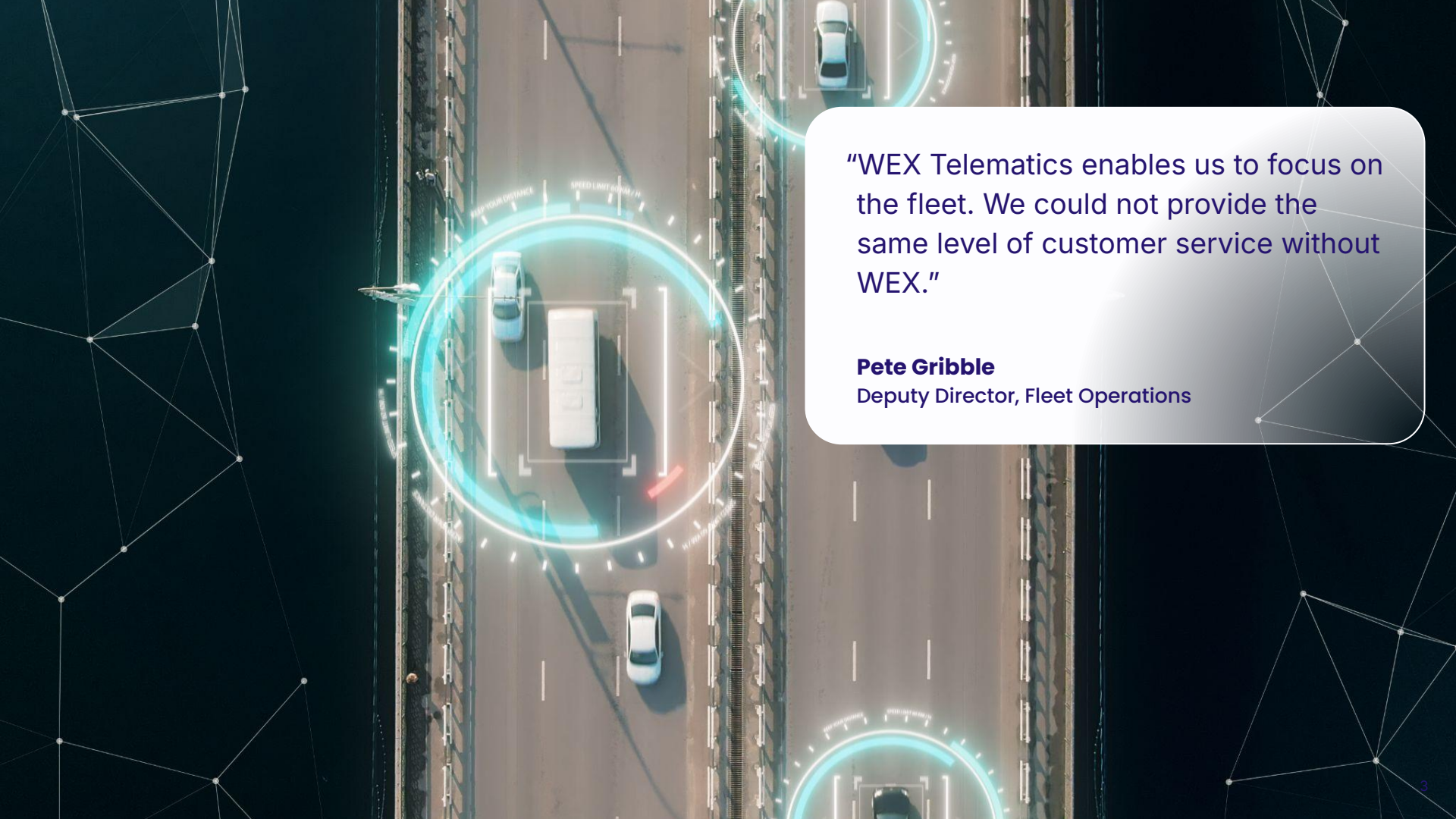
About the State of Illinois Central Management Services

Central Management Services (CMS) manages fleet operations and technology integrations for nearly 11,000 government vehicles across the state. With fleets across 45 agencies, boards, and commissions, CMS is the engine behind Illinois's mission to deliver efficient, reliable services to all state residents.

11,000
vehicles

40+
State functions supported

45
Distinct databases



"WEX Telematics enables us to focus on the fleet. We could not provide the same level of customer service without WEX."

Pete Gribble
Deputy Director, Fleet Operations

Scaling telematics was a multi-agency challenge

When managing an 11,000-vehicle fleet, Illinois CMS needed to provide maintenance tracking without compromising driver privacy.

- **GPS tracking:** State operations outlined strict guidelines on location sharing.
- **Database limits:** Individual agencies were unable to customize permissions and settings unique to their function.
- **Manual entry friction:** Logging routine maintenance entries and tracking diagnostics across 11,000 vehicles slowed down service.



"WEX has aggressively pushed for increased data security, which greatly enhanced the security of our system."

Pete Gribble
Deputy Director, Fleet Operations

Tailored telematics with WEX

Privacy-by-design architecture

WEX created over 40 distinct database instances, providing complete agency-level controls.

Automated bulk processing

WEX enabled batch maintenance log uploads, processing over 1,000 service entries at once without manual entry delays.

Proactive diagnostic alerts

WEX enabled real-time engine fault codes, allowing teams to prioritize critical repairs before failures occur.

Automated administration and enhanced uptime

11,000
devices deployed

Outfitted telematics units across agency vehicles within 13 months through front-line WEX logistics and training support.

45
secured databases

Established individual agency database instances, resolving privacy concerns and shifting internal sentiment toward proactive compliance.

1,000+
data points

Bulk-loaded monthly maintenance records in a single step, saving days of manual administrative work for back-office teams.



"Agencies are seeing the benefits of WEX Telematics. They're using the notifications to stay in compliance and address issues before they become problems, all while keeping privacy a priority."

Pete Gribble
Deputy Director, Fleet Operations

Modernize your fleet with zero privacy compromises.

Schedule a WEX Telematics discovery session today.

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