



# A Unique Service Solution for a Car-Sharing Business

## *Communauto Inc (Case Study)*

### **COMMUNAUTO**

Communauto is a Quebec-based car-sharing company operating a fleet of 10 short-term rental vehicles in London. With no fleet manager locally, there's no easy way to have their vehicles serviced - either someone travels to London to take vehicles back and forth to the shop one at a time, or a local shop sends employees to travel to pick up the vehicle, bring it back to the shop, and then get the vehicle to get back to its station afterwards.



### **WHEEL EASY**

Wheel Easy is a mobile auto service business established in 2021 servicing retail and fleet customers in London. With service trucks equipped with tire machines and balancers, we provide on-site tire and maintenance services, a great fit for Communauto!

### **SOLUTION**

With Wheel Easy, many of the automotive service logistics headaches are eliminated. They give us access to their vehicles, and now Communauto simply books the service they need online, and we can travel to the vehicle and carry it out right on location - no need for their team to do any driving or be on-site.

This includes the seasonal tire swaps that ensure their customers are safe in their rental vehicles, oil changes and other maintenance that keeps the vehicles running well and reducing long-term repair costs, as well as emergency flat tire, battery boost/replacement, and lockout services that reduce downtime.

### **IMPACT**

Since 2024, we have completed over 100 appointments with their fleet, including damaged wheel/tire replacement for a vehicle stranded with their client, battery replacement for a vehicle booked for trips the next day, and gaining access to a locked vehicle for which the spare key had been lost (and creating a new spare). For their fleet team, this has effectively eliminated any need to travel to London to handle services on their fleet, saving hundreds of labour hours, or saving all the cost and emissions associated with a traditional shop retrieving and then returning a vehicle when service is needed.

Thanks in part to the service support they've received for their fleet here in London, they are planning to expand this fleet to offer more availability to their clients, and further strengthen their car-sharing network in this area. We're happy to enable them to continue serving their clients, and give them the confidence to build their business further in London.



**Falen Savage**

to me ▾

May 12, 2026, 3:13 PM (19 hours ago)



Hey Dennis,

I just wanted to drop you a line after tire season and send our thanks for the great work once again. It's reassuring that we can trust that everything is always done correctly and on time; it's saved us a lot of travel time and headaches.

I've also really appreciated the attention to detail - thanks for letting us know when something outside the work order needs to be done or when you notice something out of the ordinary. It's easier to keep track of damages and anomalies with two sets of eyes on the vehicles.

We will be adding more vehicles to the London fleet shortly and are looking forward to continuing to build our network with you. Our customers rely on safe, well-maintained vehicles for their trips; thank you for helping us provide that to them!

Best regards,

Falen Savage

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