

How a major national carrier eliminated key chaos and unlocked 5-7x ROI

Why physical keys are costing your fleet thousands and what to do instead





THE RIPPLE EFFECT OF A MISSING KEY

It's 6:02 AM, a driver checks in with dispatch for details of their run. Rain is pouring and the tractor for their assigned load is nowhere in sight. The key? Gone. Or at least not where it was supposed to be.

This scenario isn't rare, it happens every day in terminals across the country. A driver waits, dispatch gets a call and operations stall while someone tracks down the right vehicle or finds a spare key.

For this leading U.S. transportation company, these moments weren't just a nuisance, it was a **costly drag on performance.**

With over 10,000 trucks and nearly 200 operating facilities, even a five-minute delay multiplies into something much bigger. We're talking **lost labor, missed runs and disrupted schedules.**

They knew it was time to rethink the key entirely.

MEET THE FLEET

This customer moves freight nationwide, managing a sizable transportation footprint with **20,000 drivers and 3,000 support personnel** across regional and long-haul operations. Their operations are relentless, 24/7 and mission critical. With razor-thin margins and strict compliance rules, they have no tolerance for friction, uncertainty or manual failure points.

They needed to fix a specific set of problems:

- Same key used across assets creates security gaps
- Wasted labor time tied to physical key management
- Dispatch inefficiencies and vehicle misassignments
- Security risks and missing access visibility
- ELD compliance headaches from unclear vehicle movement

Their goal? Drive productivity up while tightening control.

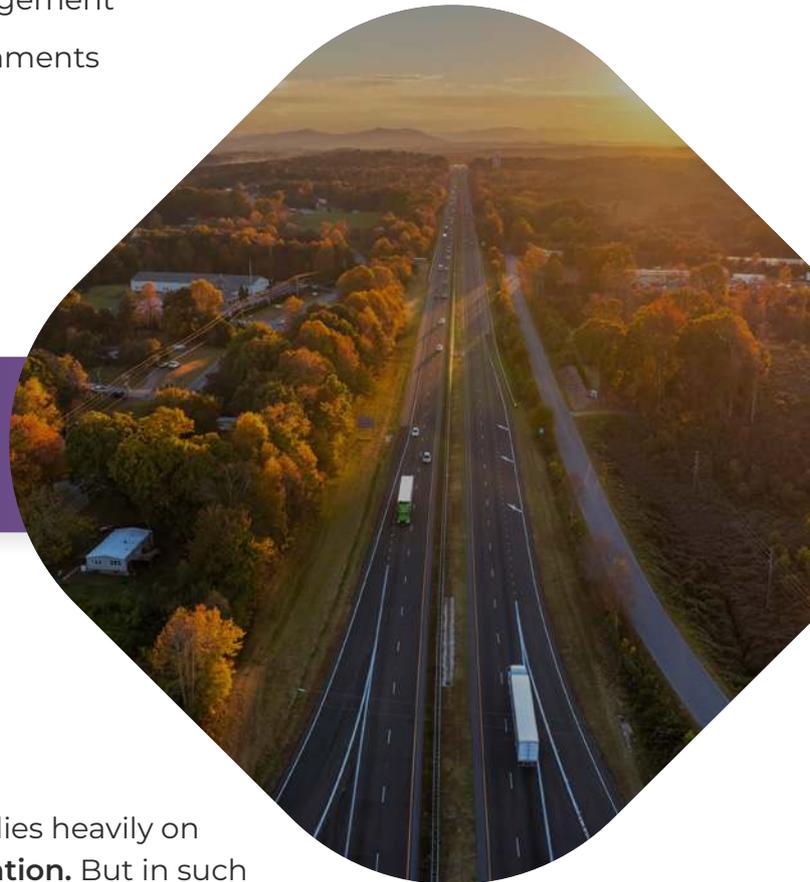
THE INDUSTRY'S UNTOLD ACCESS PROBLEM

Across transportation, access to vehicles still relies heavily on **physical keys, clipboards and human intervention**. But in such high-volume operations, this system quietly breaks.

Fleets are losing thousands of hours (and significant dollars!) every year to outdated access systems. Physical keys are often lost, forgotten or shared between users, creating confusion and opening the door to security risks like cargo theft.

Drivers frequently end up in the wrong vehicle, while technicians waste valuable time tracking down keys just to complete routine tasks. On top of that, without a clear system for differentiating yard activity from actual drive time, access logs become unreliable, making it nearly impossible to maintain accurate records or meet compliance standards.

These inefficiencies and security risks are putting compliance, safety and accountability on the line. In many cases, fleets can't say concretely who accessed which vehicle, when and for what reason.



THE TURNING POINT OF FLEET MANAGEMENT



The customer needed a solution that could:



Eliminate physical keys entirely



Improve visibility and ELD compliance



Assign access dynamically and remotely



Scale across thousands of users and a spectrum of vehicle types



Ensure drivers only use their assigned vehicle



Fit seamlessly into existing tech environments

And they have found a solution that covers all these! **Keystone by Irdeto**, a secure digital key solution that was built for modern-day fleets.

WHY KEYSTONE BY IRDETO?

Keystone by Irdeto is a **cybersecurity-first digital key access platform** that gives operations full control over who touches what vehicle, when and how.

By integrating Keystone by Irdeto into their fleet management ecosystem, the customer **gained full control over vehicle access** without disrupting a single shift. Digital keys are delivered directly to the mobile devices that drivers and technicians already use, with automatic issuance tied to route assignments. Access can be granted or revoked instantly with a tap, ensuring that only the right person enters the right vehicle at the right time.

Keystone by Irdeto also gives operations **real-time visibility into vehicle usage and driver activity**, while supporting Electronic Logging Device (ELD) log reconciliation. Technicians can even initialize vehicles directly from the app, triggering the ignition into Run state to begin automated pre-sweeps.

System integrations

Keystone by Irdeto wasn't just built for fleets; it was built to fit them.

With multiple integrations supported through well-defined APIs, Keystone by Irdeto connects effortlessly into the operational ecosystem, from dispatch and telematics platforms to access control and compliance systems. No rip-and-replace and no reengineering needed.

This level of integration flexibility ensures that even the most complex environments can adopt Keystone by Irdeto at scale without disrupting a single shift.

Rollout: Pilots and real-world feedback

The rollout began at a pilot site before scaling across the full fleet. This phased, standard approach allowed the team to refine processes and incorporate real-time feedback from across the operation.

- **Driver buy-in came naturally.** Keystone by Irdeto eliminated delays and removed the need to track down keys. Drivers knew the vehicle assigned to them was guaranteed to be the one they'd use.
- **Support personnel saw the benefit too.** Using our Scan and Go feature, they could unlock and service vehicles instantly, without chasing key across the yard.



TWO MAJOR FLEET MANAGEMENT PROBLEMS SOLVED

PROBLEM ONE:

Physical key chaos causing delays and cost

Lost keys and misassigned tractors introduced real costs into daily operations. Each delay forced drivers to wait or reroute, leading to an average of **10–15 minutes lost per dispatch**. Technicians, meanwhile, spent **25–30 minutes per shift chasing keys** or resolving access issues. Across a large fleet, those minutes compound quickly into missed runs, increased labor costs and reduced overall efficiency.

FIRST KEYSTONE BY IRDETO FIX:

We replaced the outdated physical key process with secure, automated digital access. Keys are issued instantly through the driver's mobile device, with access tied directly to their route assignment. No manual handoffs, no uncertainty, just seamless control over who gets in, when and where.



15 min

Up to 15 minutes saved per dispatch

25 min

Up to 25 minutes saved per technician per shift

30%

A reduction of 30% in dispatch workload

\$50

Up to \$50/hour saved per driver delay

\$35

Up to \$35/hour saved per technician time reclaimed

PROBLEM TWO: No reliable access visibility or accountability

Before Keystone by Irdeto, the company had limited insight into who accessed a vehicle or when. That lack of visibility exposed them to compliance risks under the Department of Transportation (DOT), which requires accurate records of driver activity and vehicle usage. Without traceable access data, they faced safety gaps, accountability issues and potential violations.

SECOND KEYSTONE BY IRDETO FIX:

We brought full visibility and accountability to vehicle access. Every key use is logged, time-stamped and traceable to a specific driver or technician. Access is linked directly to ELD logins and route assignments, creating a clear and auditable record of who accessed which vehicle and when. Yard movements are tracked separately from road events, eliminating ambiguity in the logs and making compliance reporting and internal reviews far easier to manage. Impact:



Accurate logging records for yard moves



Fewer compliance flags



Stronger internal accountability



Easier reconciliation in audits



Real time reporting across over 15,000 driver keys



PROOF OF SUCCESSFUL IMPLEMENTATION

Keystone by Irdeto delivered results and earned trust across the organization. Hear it from the Fleet Operations Directors themselves:

“Reliability is non-negotiable. We can’t afford to deploy technology that might leave a driver stranded – whether that’s in a yard or out on the road.”

“We’ve seen a 5 to 7x return on investment with Keystone by Irdeto. That kind of impact, from both a cost and efficiency standpoint, is hard to find in any technology solution.”

THE KEYSTONE BY IRDETO EDGE

Keystone by Irdeto is built for control and automation, with trust at its core. Our solutions are designed to reduce risk, cut costs and futureproof daily operations for the most complex environments.

WHAT’S NEXT FOR THE FLEET

After a successful deployment across the fleet, the company is exploring:

- Trailer access
- Deeper TMS integration for full dispatch automation
- Expansion to newly acquired business units

They’ve moved beyond digital keys and embraced intelligent access orchestration; and it’s transforming their operations.

DON'T JUST DIGITIZE, TAKE CONTROL

KEYSTONE by **irdeto**

If you're still relying on key cabinets and manual access systems, you're working harder than you need to. Not to mention that your fleet is paying the price in labor and downtime. Keystone by Irdeto streamlines operations and puts your access strategy on autopilot. With full visibility, full control and real, measurable ROI.

Ready for a safer and accountable future of your fleet access?

Let's map it out. We'll show you how digital keys, ELD reconciliation and remote control can transform your fleet's daily operations without interrupting a single shift.

ABOUT IRDETO

Irdeto is the world leader in digital platform security offering cyber services and technology solutions that protect platforms, digital assets and software applications across multiple industries. Irdeto's products meet the rapidly changing mobility demands and exceed cybersecurity regulations for automotive and beyond. We provide solutions throughout the product lifecycle to prevent cyberattacks and help protect assets for connected cars, commercial fleet, and construction equipment. With a rich heritage of security innovation and rapid adaptation to the changing demands of the cyber security space, Irdeto is the preferred partner to empower a secure world where people can connect with confidence.

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