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How to use this buyer's guide

Investing in a fleet management solution is a big decision for field service business, so as you navigate your options, it's understandable that you and your team will have questions. Since fleet software represents a significant financial investment and plays a critical role in the success of fleet operations, especially for larger fleets, you want to make sure you find a solution that offers value to your organization.

This buyer's guide will help you find those answers. Read on to learn:

- · What a fleet management solution can do for you.
- How technologies and features can work for your fleet.
- · What steps to take in the buying process.
- How to adopt and implement a solution.



Fleet technology evolves to meet the unique needs of every fleet.

The challenges fleets face are always changing. As fleet challenges change over time, technology is stepping up to help streamline management of vehicles, drivers and jobs. Having an innovative, scalable telematics solution is critical to maintaining a reliable fleet.

Throughout 2023, fleets faced many challenges including increasing costs, finding and retaining skilled drivers, and meeting customer demands. Fortunately, GPS technology is a trusted tool for fleets across industries, according to the 2024 Fleet Technology Trends Report.

- Four out of five respondents indicated they use at least one form of fleet technology.
- For the fourth year in a row, respondents cited increasing costs as their biggest challenge.
- Driver shortage and lack of quality workers showed a slight reprieve with 53% of respondents citing this as a top challenge versus 59% last year.

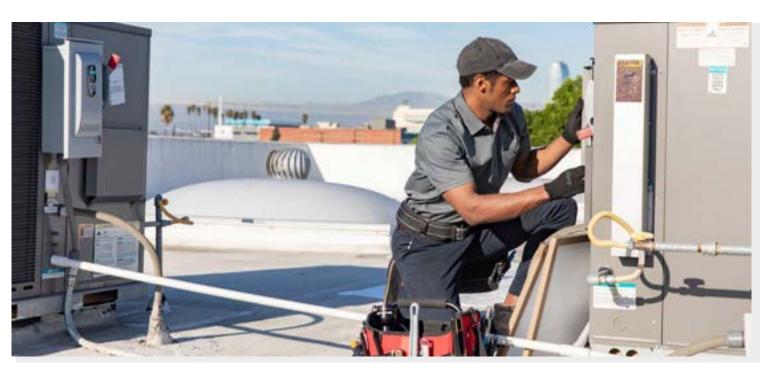
The power of modern telematics provides companies with the intelligence they need to track vehicles in the field, run more efficient fleet operations, increase worker productivity and encourage safe-driving habits.

According to the 2024 Fleet Technology Trends Report, 94% of organizations found GPS fleet tracking beneficial in managing operations.¹

A fleet management solution can help you:

- See driver and vehicle location in near real time.
- Protect your business and your drivers by monitoring risky or wasteful driver behavior, including speeding, idling and harsh driving.
- Track fuel usage, distance traveled, hours driven, routes taken and many other fleet-related costs.
- Proactively manage maintenance using alerts and service reminders based on calendar or mileage intervals.
- Improve dispatch, routing and job planning.
- Utilize Al video for driver coaching and safety.
- · Simplify compliance for logging work hours.
- Use data from dashboards, reports and scorecards to monitor key performance indicators (KPIs) and help inform critical business decisions.
- Streamline the usage of electric vehicles in your fleet to help improve sustainability efforts and reduce your environmental impact.

From points on a map to a robust suite of monitoring technology, over the last 15 years telematics fleet management technology has evolved into a must have technology for every fleet toolbox.



Fleet technology drives fleet management

Fleet management technology allows field service businesses to harness the power of data and implement transformative digital strategies that can help improve operational performance. While the technology has endless applications based on the needs of each fleet, common themes emerge for how it can make a positive – and significant – impact. Users of telematics can expect to see improvements in cost control, operational efficiency, preventative maintenance and data-based decision-making.

Cost control

Telematics solutions help companies keep costs in check, including fuel, maintenance, labor and accident expenses.

Fuel savings

Efficient routing, driverbehavior monitoring and fuel-purchase reports can help fleets reduce fuel costs and identify unauthorized fuel purchases.

Accident costs

By utilizing video telematics technology, fleets can help reduce the likelihood of accidents with real-time audio alerts to drivers, saving on costly repairs.

Additionally, many insurance companies offer discounts to fleets that utilize video technology to protect against false claims. With irrefutable and impartial evidence, fleets can help exonerate drivers and reduce unnecessary expenses.

Reduced maintenance costs

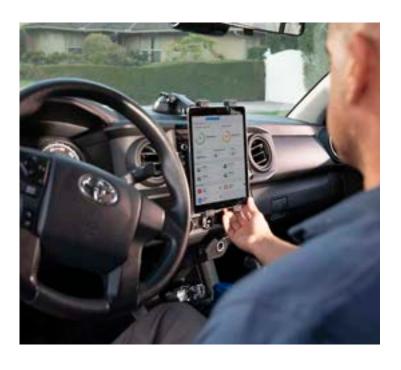
Setting up preventive maintenance plans can help reduce costly repairs and vehicle downtime. Fleet managers can be proactive when scheduling important vehicle maintenance using advanced engine diagnostics, as well as alerts and reporting based on calendar and mileage intervals.

Controlled labor costs

With the ability to track employee hours, assign an available technician to a maintenance job, route the closest employee to the next customer or employ multi-stop route optimization, companies can help improve productivity and reduce labor costs.

Operational efficiency

Fleet tracking technology gives you visibility into your operations that allows you to better manage vehicles, drivers and assets, and adapt to new needs as they arise.



So when your company faces competitive pressures or your industry finds itself in a changing landscape, fleet management technology can help you adapt nearly overnight.

Greater control and insight can help you operate more efficiently and improve the most critical aspects of your business including:

- Fleet utilization
- Resource prioritization
- Workforce productivity
- Routing
- · Driver and job scheduling
- Vehicle uptime

55%

of fleets using a GPS fleet tracking system said improved productivity was their top goal achieved.¹

Fleet technology and your fleet operations

Preventative maintenance

Maintenance is critical to vehicle health, productivity and longevity. Preventative maintenance planning gives you the data to be proactive about vehicle upkeep to reduce the likelihood of being caught off guard by costly breakdowns, repairs, and driver or vehicle downtime.

With maintenance alerts, diagnostic trouble codes (DTCs) and scheduling, telematics helps you stay on top of maintenance schedules so vehicles and other assets can perform their best.

As a result, you can help:

- Reduce vehicle wear and tear by receiving routine maintenance reminders.
- Reduce unplanned breakdowns and unscheduled downtime by responding to diagnostic trouble codes right away.

 Extend the life of assets and reduce total cost of ownership with healthy, properly maintained assets.

Data-based decision making

With telematics, you can make decisions based on data, not gut instinct. Fleet technology platforms provide companies with reports, dashboards and scorecards to identify fleet trends and areas of improvement. These tools can help you make informed decisions and take meaningful action.

Driving style reports

View each driver's safety score, allowing you to see how your drivers rank among their peers and identify those who need more coaching, while also rewarding those with good driving habits.

Utilize video technology to develop coaching sessions, document events for coaching and help create a safe driver culture.

Fuel efficiency reports

Get a better understanding of how idling and harsh driving behaviors affect your fleet's fuel efficiency.

Vehicle maintenance reports

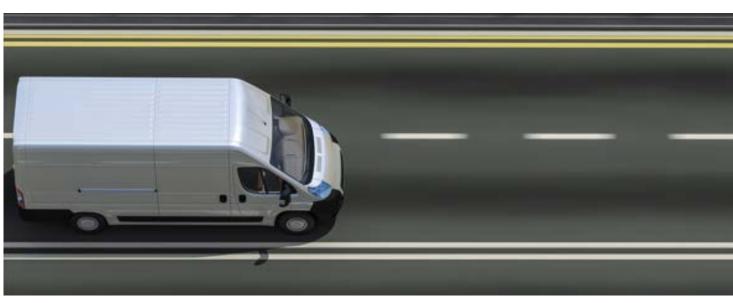
Review maintenance records to help you understand related costs or budgeting for upcoming services, reduce costly, unexpected repair bills and keep your vehicles on the road longer.

Cost analysis reports

Identify how much a journey costs per vehicle and per driver to help fleets understand the expenses associated with drivers and the jobs they are undertaking.

Time to achieve a positive ROI on a GPS tracking solution

Fleets were able to achieve a positive ROI on a GPS tracking solution; 41% in less than one year and 21% in more than one year.¹



Understanding fleet technology and how it can help

Fleet management technology has a multitude of applications to help you address your challenges and achieve your goals. This overview breaks it down.

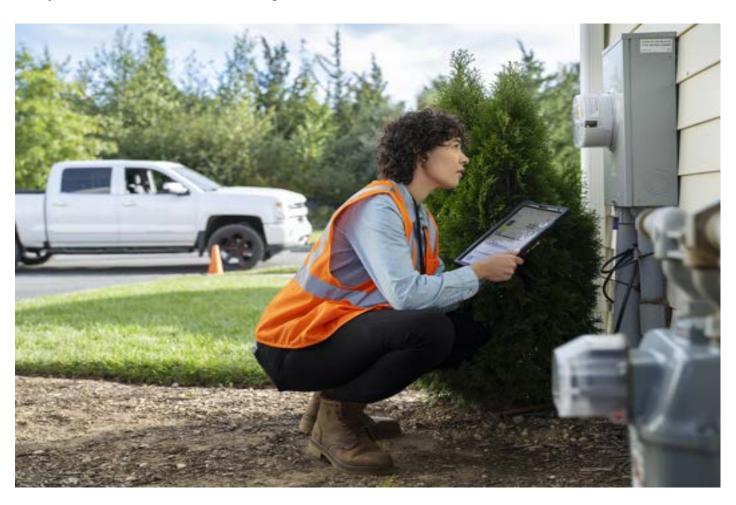
What does it do?

A fleet management solution uses GPS tracking technology to give fleets visibility into the movement of vehicles, drivers and assets while they're in the filed so you get a near real-time, 360-degree view of your fleets daily operations.

With a fleet management solution, managers can see every vehicle and asset on a map, then drill down into more detail as needed. This provides fleet managers both a micro and macro view of their vehicles and equipment, as well as reports to better understand things like driving patterns, safety hazards and sources of cost leakage.

Fleet management technology can help you:

- View all your fleet vehicles and assets on a live map.
- Monitor, manage and stay connected to your mobile workforce.
- Receive alerts for key events such as speeding, harsh braking, idling and unauthorized use.
- Review historical events with trip histories and a replay function.
- Simplify compliance for hours of service (HOS) with electronic logging devices (ELDs) and driver vehicle inspection reports (DVIRs).



Understanding fleet technology and how it can help cont.

How does it help?

Fleet management technology lets you collect data that allows you to drive change in your organization, including reducing costs, increasing productivity, staying on top of vehicle maintenance and streamlining operations.

Know what's happening on the road

Fleet management technology gives you visibility into where vehicles are traveling, where they stop and for how long, and how they are being operated.

- Help reduce fuel consumption.
- Provide better ETAs.
- Monitor vehicle diagnostics and vehicle maintenance needs.
- Manage mobile workers and equipment.
- Help prevent use in unauthorized areas.

Streamline operations

GPS fleet tracking helps you uncover hidden costs while revealing the potential for greater productivity and efficiency. It can be used to:

- Improve dispatch, routing and visibility.
- Respond quickly to customer requests and last minute job requests.
- Reduce paperwork and improve communication.

- Capture data for better forecasting, work planning and job sequencing.
- Verify labor hours and track overtime expenses.

Protect what matters

Vehicle tracking helps promote fleet safety and protect your company's reputation.

- Monitor employee driving habits and identify high-risk drivers.
- Reduce risk with driver scorecards and in-cab video telematics that can be used to coach safe-driving behaviors.
- ; old drivers accountable for showing up at the right time and completing work on schedule.
- Simplify compliance using an ELD that is approved by the Federal Motor Carrier Safety Administration (FMCSA) to help improve accuracy as well as mitigate violations and penalties at roadside inspections.

Increase uptime and control overhead

Data provided by a fleet tracking system can be used to manage both maintenance schedules and labor expenses, helping to increase vehicle uptime and reduce costs.

- Use DTC maintenance alerts to help you get vehicles in for service before a major repair is needed or breakdowns occur.
- Set service schedules and reminders to stay on top of regular maintenance by hours and/or miles.
- View the current location and status of field workers to assign jobs and improve productivity.
- Analyze job duration, travel time, and discrepancies in reported job times to enhance payroll precision.

Make informed decisions

Collecting data about vehicles and drivers allows you to analyze your fleet's performance over time.

- Reports allow you to see trends by team, department or across the entire fleet.
- Customizable dashboards make sense of the data and help track the progress of KPIs.
- Together, reports and dashboards reveal new actionable insights.
- Data allows you and your stakeholders to make decisions based on facts.



Fleet tracking

Key features

Live map

High-resolution maps show each vehicle's current location and status.

Reports

Reports on a variety of actions and behaviors, including daily vehicle locations, unsafe driver behaviors, wasted fuel and more, help to increase transparency and efficiency, reduce unnecessary costs, and promote safety. Create one-off reports or schedule reports to be delivered on a regular basis.

Alerts

Fleet managers can set up alerts for speeding, maintenance, unauthorized vehicle use and more, bringing key issues to the surface when they occur.

Historical data

See vehicle activity, route history and the assigned driver for any given job.

Mobile app

Managers can receive near real-time alerts, manage drivers, and access customizable dashboards and reports on a mobile device. Drivers can use mobile apps to communicate with dispatch, manage their work and verify completion of work.



Fleet management technology can serve as a countermeasure for inflation.

Saving on fuel, labor and accident costs can help fleets offset the effects of inflation. As fuel prices fluctuate, fleet management software helps fleet managers identify ways to cut costs and reduce fuel use. This same technology can be used to promote safety and productivity, as shown by savings in accident and labor costs.



Asset tracking

What does it do?

Asset tracking helps fleets monitor equipment and on-site assets to improve security, utilization and uptime. Asset tracking can be used to capture data on powered equipment like tractors, excavators, bulldozers, cranes and paving equipment, as well as non-powered assets like generators, lifts, containers, trailers, tanks and dumpsters.

Using fleet tracking software, fleets can get near real-time status updates showing equipment-location data and a breadcrumb history of where assets have been, making it easier to locate assets, even across job sites.

How does it help?

Security

High-value assets are appealing targets for theft. Geofencing helps keep them safe by establishing a geographic boundary for authorized use.

When assets move outside of the geofence. fleet managers get an alert so they can take immediate action. If an asset is stolen, a fleet management solution provides law enforcement with critical data to help recover it. Fleet managers can also receive alerts for unauthorized use during off hours to help reduce unnecessary wear and tear.

Improved utilization

Asset tracking helps fleet managers see where equipment is located, and which are in use or not in use. This allows them to redeploy underutilized assets, reduce asset purchases and unnecessary rentals, and improve overall utilization.

Increased uptime

Preventive maintenance allows fleets to create service reminders and maintenance schedules for assets. Staying on top of maintenance helps reduce the likelihood of costly breakdowns and increase uptime.

Key features

Live map

Quickly search and find assets on the live map.

Mobile app

Access asset data right from a mobile device.

Alerts

Get maintenance reminders and alerts for unauthorized use.



Dashcam video

What does it do?

If you've ever wished you could literally see how a driver is performing. dashcam video does exactly that. Dashcam video technology captures footage of unsafe driving events and crashes. When these incidents happen, you'll receive an alert and clips of the incident, which you can review on your mobile device or desktop within minutes of it happening.

Using AI, smart video technology can classify these events, letting you know, for example, if an event was a collision or a near-miss. Classifying these events helps fleet managers avoid sifting through hours of video to find the most relevant clips. The system also learns your preferences over time to provide customized notifications.

How does it help?

Dashcam video can encourage safe driving and help protect companies from false claims.

Identify unsafe events

Video provides actual visibility into driver behavior. Instead of sifting through hours of footage, events are classified to help you filter out all but the most significant events.

Empower driving improvement

Video-based driver training using footage of driving events is a proactive approach to fleet safety culture. Managers can focus resources to coach on high-risk, repeated driving behaviors with documentation and tracked coaching sessions.

Mitigate risk

When dashcam video is used as a driver training tool, it helps mitigate the risk of accidents that could lead to costly repairs and litigation fees.

Help deflect false claims and reduce the cost of liability

When a crash happens, dashcam video provides unbiased footage demonstrating who is liable. This valuable visual evidence helps protect against false or erroneous accident and insurance claims that can result in costly payouts.

Lower insurance rates

Because dashcam video can help deflect false claims and improve driver behavior, some insurance companies lower premiums for companies that use them.



10%

of drivers operate without seat belts, according to 7 million+ videos from dashcam footage. Al dashcams can help address safety issues in real time with audio alerts.²

Among fleets using a video solution:

70%

consider in-cab video to be very or extremely beneficial.¹ 47%

saw an ROI in less than a year.1



Dashcam video cont.

Key features

Alerts

Fleet managers receive alerts within minutes of an unsafe driving event.

Video replay and downloads

Following the recording of an unsafe event, fleet managers can replay the video on a mobile device or desktop and can download it for future review.

Driver scorecard

Fleet managers can track driver performance on key metrics over time and provide crucial coaching for improvement.

Reports

Reports on harsh driving and driving style help fleets manage driver behavior on individual or macro levels.

How does smart video work?

- When the engine turns on, the camera begins recording.
- When an unsafe event occurs, the system classifies the event into one of four categories: a collision, a dangerous situation, harsh driving or a low-risk situation.
- Within minutes, you and other company stakeholders can receive an alert.
- You can watch the video on a mobile device or desktop or download it for later review.
- You can also see video footage alongside fleet data so you'll know who the driver was, how they were driving and where the vehicle was located.



Fleet tracking and dashcam technology in action

Precision Door Service, a garage door service franchise, uses dashcams and fleet tracking data to mitigate risk and coach drivers. In addition to lowering the number of speeding events for their drivers, they use vehicle activity reports and alerts to see if vehicles are being used off the clock.

"With the camera, I can eliminate those situations that aren't my fault."

Craig Amundson, Owner of Precision Door Service



Field service management

What does it do?

Field service fleets face the unique challenge of managing worker productivity, coordinating jobs and vehicles effectively, and keeping customers happy.

A field service management solution can help fleets:

- Track and manage workers in the field.
- Plan and dispatch work.
- Create and compare what-if scenarios.
- Optimize routes for sameday, next-day or multipleday jobs.
- Simplify communication between dispatchers, technicians and drivers.
- Navigate workers to their jobs efficiently.
- Capture work status and job data from the field.
- Fulfill customer requests and SLAs.

How does it help?

A comprehensive field service management solution can help streamline the way dispatchers, technicians, drivers and businesses operate, while improving the customer experience.

Streamline scheduling and dispatch

- Intelligently plan and dispatch work based on a variety of criteria, including driver availability and skill sets, vehicle capacities, customer requirements and road restrictions.
- Build flexible plans to incorporate lastminute changes like driver absences, vehicle breakdowns, new jobs or changes to existing jobs.

- Quickly view upcoming or completed jobs based on vehicle location or driver input, making it easier to accept last-minute jobs.
- Increase productivity by testing alternative scenarios including flexible shifts or reassigning drivers.

Route Planning

- Use route planning tools to help uncover ways to save time and reduce the number of miles driven.
- Create routes based on customer location, driver availability and skill sets, vehicle capacity, specialized equipment needs and recurring jobs – days, weeks or even months in advance.
- Incorporate delivery frequency and time windows into your plans.

Stay connected with mobile apps

- View job information, update status or add notes while away from the office.
- Complete custom job forms electronically, including adding photos or capturing signatures.
- Submit data seamlessly to the back office, saving valuable time.

Provide an excellent customer experience

- See job status and location, making it easier to accept last-minute jobs, respond to customer service questions, and manage unexpected demands or emergencies.
- Provide customers with better ETAs and driver details.
- Accommodate customers' emergency requests, SLAs and preferences.



Integration and mobile access

Having one platform with software integrations for all your fleet's needs and mobile apps that provide flexibility for fleet managers and technicians on the go make telematics exponentially more powerful.

Integration

Fleet tracking software represents a significant financial investment for your organization. It also plays a critical role in the success of fleet operations, especially for larger fleets. That's why it's important that your fleet management solution work together with other back-end systems and infrastructure components.

As an organization, you depend on an array of functions and systems to support daily business operations. This includes all the key aspects of your day to day, such as:

- Billing
- Payroll
- Human resources (HR)
- Vehicle maintenance

- Customer relationship management (CRM)
- Compliance
- Enterprise resource planning (ERP)
- Health and safety
- Fuel management
- Transportation management

While many organizations may already be focused on prioritizing these areas, true value comes when all these systems are able to seamlessly share data.

Integrations allow data to be either sent or shared across disparate platforms and systems, making it easier to enhance the functionality of your core fleet management solution by connecting it to the systems that matter most to your business. Tying all of this data together can provide great insights and benefits for a business and can reveal previously untapped opportunities for improvement.

Mobile apps

Mobile access is another important extension of a fleet management solution, allowing for an easy exchange of information between you, your drivers and the back office.

With mobile access, fleet managers can oversee operations in near real time right from a smartphone, keeping drivers and staff accountable while still maintaining their independence and performing their work in the field. Your workers benefit, too, as mobile apps make it easier for them to do their jobs and communicate with customers and coworkers.



Fleet tracking and management apps

Streamline fleet operations, communicate with drivers and respond quickly to changing job requests.



Driver apps

Allow drivers to access important work order details, quickly capture job notes, photos and signatures from the field, obtain turn-by-turn directions and receive alerts – all from a single mobile device.



Compliance and ELD apps

Manage vehicle inspections, track vehicle-maintenance history and simplify compliance to help mitgate regulatory violations.

Pro tips

- Look for a telematics platform with an open application programming interface (API) to easily share information with the other software solutions you already have.
- Look for a telematics platform that offers easy-to-use mobile apps that allow you to access all the same great data on the go.



How your peers use fleet technology

Fleet technology is changing the way fleet businesses manage their daily operations. See how your peers are using fleet technology to transform their organizations.





Boosting efficiency and customer trust

Apex Landscaping provides comprehensive snow removal and landscape services in the Chicago area. Managing a large fleet of vehicles and equipment, the company faced challenges in coordinating jobs and maintaining accurate records. To address these issues, they adopted a fleet management solution offering near real-time tracking, route planning and reporting.

After implementing, the business was able to streamline their operations, saving time and improving customer transparency. The platform also enabled proactive maintenance and enhanced security through asset tracking. The solution helped Apex Landscaping differentiate itself in a competitive market by delivering efficient, reliable services.

See how they did it >

Transforming workflows with telematics

Wastewater management company, Blue Septic Tank Service, implemented a fleet management solution to track its trucks, equipment and maintenance schedules. The firm had previously used multiple systems, which led to increased workload and errors. The simple, streamlined system helped manage trucks and to monitor fuel usage, which the company said had become an increasingly costly area of concern.

Blue Septic Tank Service implemented the solution with integrated video dashcams and gained streamlined workflows and valuable insights with in-depth reports on fuel, billing and compliance. The dashcam solution has also helped the company transform its processes, reducing inefficiencies in the office, including the use of written job tickets.

See how they did it >

Selecting a solution

Choosing a fleet technology solution is an important decision. These four key considerations can help guide your selection.

#1 Value vs price

Fleet management technology is a long-term commitment, so it's important to ensure you get long-term value from the solution you select. An important consideration is thinking about benefits rather than sticker price. You'll also want to make sure a low price doesn't come with unexpected costs.

Questions to ask:

- · What kind of ROI can I expect?
- What kind of ROI has this solution provided organizations like mine?
- How is pricing structured?
- Are there extra charges for training, setup or system customizations?
- Are training and customer support provided?
- Is the solution intuitive? Is it designed to be easy to use and maintain?
- Do yo offer both professional and selfinstallation?

#2 Integration

An integrated platform provides a seamless experience by connecting features and components under a single login. In addition, the ability to integrate with other existing systems is important, as it will allow you to make the most of your current software and apps as well as your new solution.

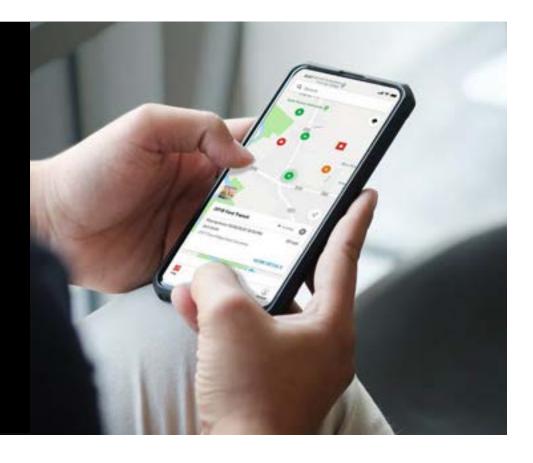
Questions to ask:

- Is this an integrated fleet management platform?
- Does your solution have the ability to integrate easily with our existing systems?
- Do you have have a marketplace for extensions and integrations?
- Do you offer professional services for implementation support and deployment?

What to look for in a fleet management solution

If you have not yet invested in a telematics system or are looking to upgrade your existing solution to better integrate with a video solution, look for platforms that offer.

- Access from virtually anywhere with the ability to view data and maps on multiple devices.
- Detailed maps that let you view near real-time activity and status of all vehicles, workers and equipment.
- Easy-to-use dashboards that show you up-to-the- minute fleet analytics.
- Coaching modules to help fleet managers underscore safe-driving behaviors 365 days a year.



Selecting a solution cont.

#3 Vendor stability and reputation

You want to only have to choose a fleet tracking solution once, so vendor stability and reputation is important. The longer a vendor has been in the industry, the more likely it is they will be in business for the long term and continue to innovate into the future. They are also more likely to have a robust customer support team in place to help with any issue that may arise along the way.

Questions to ask include:

- How long have you been in business?
- Is your company willing to understand the specifics of my fleet, my goals and what I hope to accomplish?
- What customer support is offered?
- Have you worked with fleets similar to mine, both in size and segment?
- Are there customers who can share their experiences and serve as references?

#4 Future-proofing

It's important to have a scalable solution that can grow as your operation grows. Adopting a solution that is future-proof will help you continue to make the most of your technology investment. When a solution is built to grow with you, you can quickly adopt the latest advances in fleet technology, save the time and expense of finding and adopting a new or parallel solution in the future, and avoid retraining employees to use a new system.

Questions to ask include:

- Is this solution built to grow with my organization?
- What are some examples of how your company has grown with other organizations?
- Are you committed to innovation?
- What plans for innovation or improvement do you have for the future?



When you're ready to take the next step

When you're ready to find a fleet technology solution that is right for your business, these steps will help you evaluate your options.

Clarify your needs

The more clearly you define your needs, the more likely you will find a solution that is the right fit for your organization.

- What needs do you have?
- What business challenges do you want to overcome?
- Are there areas where you'd like to see improvements in your fleet (e.g., safety, productivity, fuel costs, customer service, etc.)?
- What are your immediate and longterm goals for the solution?
- Can you set fleetrelated benchmarks against which you can measure performance?

Prepare for your demo

A provider committed to building a long-term business relationship will want to walk you through the various features of the system.

- Create a list of the features you're interested in.
- Make sure to ask for demonstrations of how those features will work once the system is deployed in your fleet.
- Ask how using these features can yield a positive return on your investment.

Your demo should give you a good idea of how a solution will work to address your company's specific business needs and help you accomplish your goals.

Visualize the implementation process

If you want to quickly realize the value of your investment, a smooth implementation process is critical. You'll want to ask:

- Whether the vendor has a dedicated implementation team.
- How long the implementation process takes.
- Whether self-learning resources (webinars, videos, etc.) are offered.
- Whether additional consultancy workshops and trainings are available.

Map out a step-by-step adoption process

A proper adoption by your staff and workers is critical to the success of your software purchase.

Engage stakeholders

Gather all of your stakeholders together and confirm that everyone agrees on the budget, objectives and approach.

Determine your goals

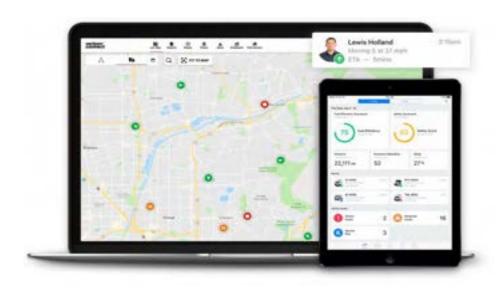
Once you have sought buy-in from stakeholders, think carefully about your needs and document them in detail.

Set benchmarks

To be able to measure the impact of your investment, it's important to take the time to measure your performance before the solution is up and running.

List your out-of-the-box needs

Think about and document any unusual or specific features that your business will require.



Building a better fleet toolbox

Each day, organizations face growing customer demands and competitive pressures. Fortunately, fleet technology helps organizations evolve to meet these demands and stay ahead of the competition. Users of fleet management technology continue to show remarkable results in ROI, productivity and customer satisfaction. With fleet technology in your toolbox, you'll be better positioned to stay at the very top of your game.

Learn more about our powerful, easy-to-use fleet solutions for businesses of all sizes. Call 866.844.2235 or visit **verizonconnect.com** today.

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2024 Fleet Technology Trends Report

8 important signs that you're ready for fleet vehicle tracking

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