

2019 Buyer's Guide

Fleet Management and Asset Tracking Solutions

Government



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Chart the course to ROI

To address current challenges and better prepare for future change, government fleets must look to technology to gather metrics and provide insights on how your fleet is performing. GPS tracking and asset tracking tools can help by letting you:

- Track diagnostics, like battery voltage, coolant temperature, powertrain malfunctions and oxygen-sensor issues to avoid unexpected downtime for repairs.
- Understand the potential wear and tear to a vehicle's engine by tracking engine hours and driving behaviors that can accelerate it, such as harsh cornering and rapid acceleration.
- Automatically track vehicle service and date of completion, regardless of provider.
- Get detailed reports of miles traveled, days utilized and routes taken to improve vehicle or equipment utilization.
- Monitor accidents, traffic violations, speeding and other risky driving behaviors for improved driver coaching and risk management.
- Leverage GPS with vehicle diagnostics to remotely track and measure seat belt use.
- Use geofence features to limit the operational area of a specific vehicle and track the amount of time each vehicle spends in a designated area.
- Instantly change vehicle routes and schedules in the event of an emergency based on vehicle locations, current job assignments and miles driven.
- Integrate with navigation tools and get up-to-the-minute weather and traffic data to more efficiently route vehicles in the midst of changing conditions.
- More easily address and adhere to IFTA and ELD compliance.



The Government Fleet 2018 Benchmarking Statistics report shows that advanced technology ranks second among respondents' top concerns.¹

In this guide, we will provide tips to help you choose a fleet management and asset tracking solution that best fits your government fleet's needs, including advice on preparing for demos and easy implementation to set your organization on the road to success.

¹<https://www.government-fleet.com/312466/preparing-for-the-next-10-years-in-public-fleet-management>

Identify business needs

When deciding which solution is the best fit for your government fleet, start with a set of organizational goals to help prioritize the functionalities that can help you make the right choice. Here are a few questions to consider:

What issues do I want GPS fleet tracking to help me address?

Identify specific goals you want to achieve by implementing a fleet management solution, such as improving driver safety or reducing fuel costs. Have potential vendors demonstrate exactly how their solution will help you achieve them.

What qualities should I look for in a vendor?

Work with a vendor that understands your unique challenges and goals – they should be a true partner. Make a list of your ideal vendor's qualities and use it to narrow down your choices. The feeling of a true partnership, rather than being "just a sale" is important.

What is my timeline?

Introducing new technology and processes take time. Communicate when you'd like the solution to be up and running during the demo process to make sure the vendor can accommodate you, working around your needs and schedule.

What is my budget?

Knowing how much funding is available for allocating to fleet management technology is a vital aspect of your decision making. Though it's important not to compromise quality for cost, it's also wise not to overextend your budget. Keep in mind that choosing a solution just based on cost may leave you with features you won't use or, even worse, missing features you need.

Which features are most important to my business and staff?

List the features you and your staff will interact with most. Strong mapping functionality is a common requirement, but don't forget about reports, dashboards, dash cam or video, benchmarking, trending, and alert functionality. Prioritize your list of features as well, like a simple user interface, scheduled and on-demand reports, simple management of driver data, and easy setup of roles and permissions.



Prepare for the demo

The live demonstration is a crucial part of the selection process. Get a detailed look at the solution in action to see for yourself how it can help your organization. Prepare a list of questions to ask the sales representative during your demo. Here are some suggestions to get the most out of your demo experience:

Service contract, warranty and cost

- What is the monthly cost per vehicle (e.g., per GPS tracking hardware, dash cams, etc.)?
- What is the length of your service contract?
- What is the length of your warranty on hardware?
- Are there additional fees for upgrades or feature improvements, such as video?

Ease of use

- Is fleet (including video) data easy to interpret and understand?
- Can I access key reports and customize alerts in just a few clicks?
- How convenient is the solution setup for an administrator?
- Do you offer a mobile app?
- How is video data integrated into the dashboard?

Training

- Is there an additional cost for training?
- Do you offer training in various formats (e.g., web based, in person or video tutorials)?
- Do you offer ongoing training?
- Will you train new hires on how to use the solution?

Installation

- How long does installation of the fleet tracking unit and dash camera take?
- How long will my vehicles be off the road?
- Can the installation take place at a time and location convenient for me?
- Do you use a certified network of hardware installers?
- Do I have the option to self-install?

Customer service

- Is customer service outsourced or kept in-house?
- Can I call the same number for all issues, including software and hardware (tracking and video)?
- What will the overall customer service experience be like?
- What is the operational uptime of the solution?
- If the solution goes down, what are your procedures to communicate outages and time until it is back online?
- What is your customer renewal rate?

References

- How many public institutions like mine do you service?
- Can you provide references that I can contact regarding their experience with your solution?

Make your choice

After you've seen a few demos and talked with vendors, it's time to make your choice. There are many options to choose from, including vendors, platforms and pricing plans.

Here's a checklist to help you make your decision.

Ease of use

- Accessible via computer or mobile device
- Access to fleet-related data and video in just a few clicks
- Views are customizable by user based on their roles and permissions
- Easily customized benchmarks and alert thresholds based on your fleet's needs

Reports and dashboards

- Easily customizable so users see only the view they need to see
- Ability to schedule and export reports and dashboards to solution users and non-users
- Summarized data shown in a way that provides actionable results
- Video-related alerts are customizable and backed by accurate analysis

Installation

- Can schedule at a convenient time and location based on your fleet's availability
- Flexibility around multiple installs if some vehicles are unavailable
- Use of certified installers who are trained in GPS fleet tracking installation processes

Training

- Offered in several formats, such as online, in person, video tutorial, etc.
- Easy access to help center or digital resources for ongoing educational purposes
- Covers areas of the solution that you and your team will use most

Customer service

- Offers metrics such as average time to respond to emails, calls or online chat sessions
- Demonstrates in-depth knowledge of the product and assists in troubleshooting any issues you may experience

Note: Be sure to ask your employees for their feedback, too. As users, their input is extremely valuable.

Focus on implementation

Implementation of any major change takes time to do right. With proper planning and clear, open communication, you can help make the transition smooth and seamless.

Take extra time to focus on your employees to reassure them and explain the benefits of a fleet management solution.

Keep these tips in mind as you and your staff prepare for implementation:

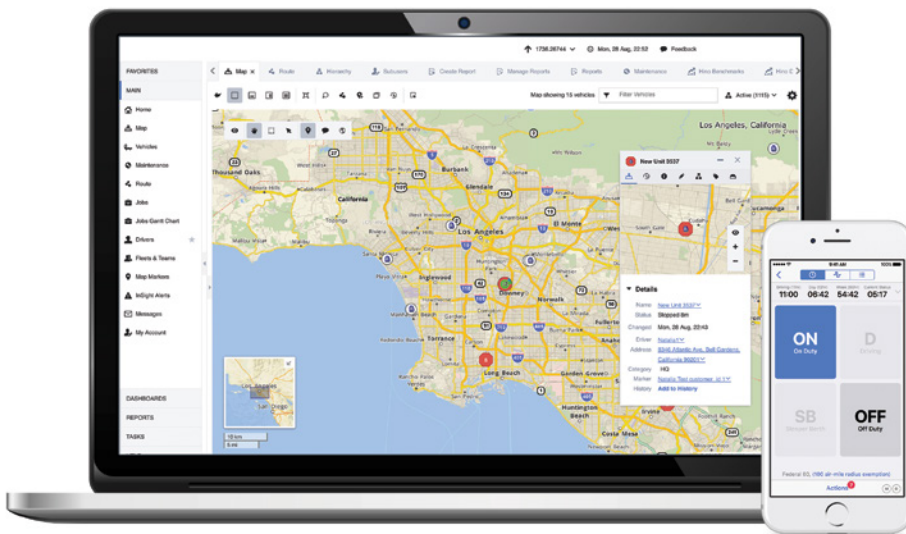
- Determine areas where you'd like to see improvements in your fleet, such as safety, productivity, customer service, payroll and billing.
- Provide specific examples of areas where performance needs improvement and how data can help.
- Set fleet-related benchmarks against which you want to measure performance.
- Use any pre-existing company policies around fleet operations as a starting point.
- If previous policies don't exist, create new ones that reflect your company's values and goals using fleet metrics and data.
- Document a communication plan and timeline to roll out the solution to your team.



We're here to help.

At Verizon Connect, we provide industry-leading fleet management solutions for government organizations of all sizes. Using our advanced analytics, we can help you increase productivity and safety while improving response times and vehicle utilization.

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