

2019

Fleet Management Buyer's Guide

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Find the right solution for your organization.

Businesses that rely on a fleet of drivers and vehicles can streamline operations and improve decision making with the right technology.

Metrics help to tell the full story on how well your drivers are performing when they're behind the wheel of a company vehicle. After all, they serve as a traveling billboard for your business.

GPS fleet tracking technology can help you easily track and access driver behavior, truck or trailer location, speed, distance traveled, hours driven, routes taken and many other fleet-related costs.

This guide will help equip you with the information you need to get started in finding the right solution for your organization, including what to look for in a vendor and how to lead a successful implementation to help set you on the road to success.



Measure cost savings and revenue growth

You can't afford not to have it.

Small everyday activities can have long-reaching effects on your business that are more impactful than you might think. Regulatory compliance, inefficient routing, delivery windows and even maintenance can impact overall operations, customer service and your bottom line.

Knowing exactly where your drivers and trucks are and what's happening while they're on the road is priceless information.

Most businesses' first priority is to make money. Visibility into how your fleet is impacting revenue helps you make more money without hiring more drivers or purchasing additional vehicles or equipment.

Gain insight into how activities across your business are impacting your bottom line:



Productivity

Identify and correct inefficiencies like unnecessary stops.



Maintenance

Avoid unplanned downtime and lost productivity due to missed maintenance.



Safety

Help reduce unsafe driving behavior with custom coaching insights.



Compliance

Simplify and automate compliance work, including driving hours and inspections.



Fuel

Address fuel-wasting behaviors like idling and hard acceleration with alerts and reports.



Payroll

Use job data to improve payroll and billing accuracy.



Discover your options

Improved visibility can help you make better decisions to reduce wasted time and money.

Choosing a solution can be tough. Start by identifying your specific business needs and goals:

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 capabilities, think integration, customization, enterprise-grade administration tools, mobile data collection, ELD compliance, etc., and use it to narrow down your choices.

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

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

What is my timeline?

Communicate when you’d like the solution to be fully installed and up and running to make sure the vendor can accommodate your needs and schedule.

Which features and capabilities are most important to my organization?

List the features and capabilities your organization will require from a fleet management solution. Strong mapping functionality, reports and dashboards may be the obvious requirements, but don’t forget about administrative capabilities, trending, alert functionality, and even trailer tracking and compliance management. Prioritize your list of features, such as scheduled and on-demand reports, simple management of driver data, and easy setup of roles and permissions.



Prepare your questions

Prepare a list of questions to ask the sales representative during your discovery calls and demo.

Focus your questions on the areas of your business where you want the solution to make an impact.

Data and functionality

- What alerts, dashboards, scorecards and reports do you offer?
- Does the solution provide vehicle diagnostics?
- What solutions do you offer to help manage compliance?
- Does your solution have the ability to monitor our fleet of trailers?
- Is your solution accessible via mobile platforms or apps?
- Do you offer an integrated video solution?
- How long is data stored?

Administrative capabilities

- Can I customize settings and control database permissions and access?
- Is it possible to organize vehicles to organize vehicles and users in a multi-tier organization?
- Does the solution support many languages, units and countries?
- Does the solution support a single sign-on tool?
- Can I bulk add or remove users?



Prepare your questions

Integration and customization

- Can we customize the solution to suit our business needs?
- Does your solution have the ability to integrate easily with our existing enterprise systems?
- Do you have a marketplace for extensions and integrations?

Customer support

- Is customer service outsourced or kept in-house?
- Do you provide 24-7 support hours year-round?
- Will we have an assigned support manager, an account representative or both?
- Do you offer professional services for implementation, support and deployment?

Training

- Do you offer training in various formats (e.g., web based, in person or video tutorials, etc.)?
- Do you offer ongoing training?
- Is there an additional cost for training?

Installation

- Do you provide installation of hardware and equipment?
- How long will our vehicles be off the road?
- Can the installation take place at a time and location(s) convenient for us?
- Do you use a certified network of hardware installers?
- Do we have the option to self-install?



Service contract, warranty and cost

- Do you have a variety of pricing and packaging options for hardware and services?
- What is the length of your service contract?
- What is the warranty period on hardware?
- Do you have a process to notify clients of product updates, new features and potential fees?

References

- How many customers do you service in our industry?
- Can you provide references that we can contact regarding their experience with your solution?

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 and mobile device
- Access to fleet-related data and video footage in just a few clicks
- Views are customizable by user based on their roles and permissions
- Easily customize benchmarks, alert thresholds and more based on fleet's needs
- Offers advanced fleet administration tools
- Solution can integrate with existing business systems

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 installations and locations
- Use of certified installers who are trained in GPS fleet tracking installation processes

Training

- Offered in several formats (e.g., 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 support

- 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
- Offers professional services for implementation, support and deployment

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

Plan for implementation

Help your employees go from skeptical to excited with clear and open communication.

Take extra time to focus on your employees to reassure them and explain the benefits that both they and the business will experience.

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

- Determine areas where you'd like to see improvements in your fleet (e.g., safety, productivity, fuel costs, customer service, etc.).
- 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.
- Document a communication plan and time line to roll out the solution to your team.



We're here to help.

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

Don't hesitate to call us at 866.844.2235 or visit verizonconnect.com. We're always happy to help.

