

2019

Fleet Management Buyer's Guide



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Find the right solution for you

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 and technicians are performing when they're behind the wheel of a company vehicle, service as a traveling billboard for your business.

GPS fleet tracking technology and seamless integrations can help you easily track and access driver behavior, vehicle location, speed, distance traveled, routes taken and fleet-related costs.

This guide will help equip you with the information you need to get started in finding the right solution for you, including what to look for in a vendor and how to lead a successful implementation to help set your business 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. Tardiness, poor routing and even inaccuracies in payroll can impact overall operations, customer service and your bottom line.

Knowing exactly where your drivers and vehicles 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.



Safety

Help reduce unsafe driving behavior with custom coaching insights.



Fuel

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



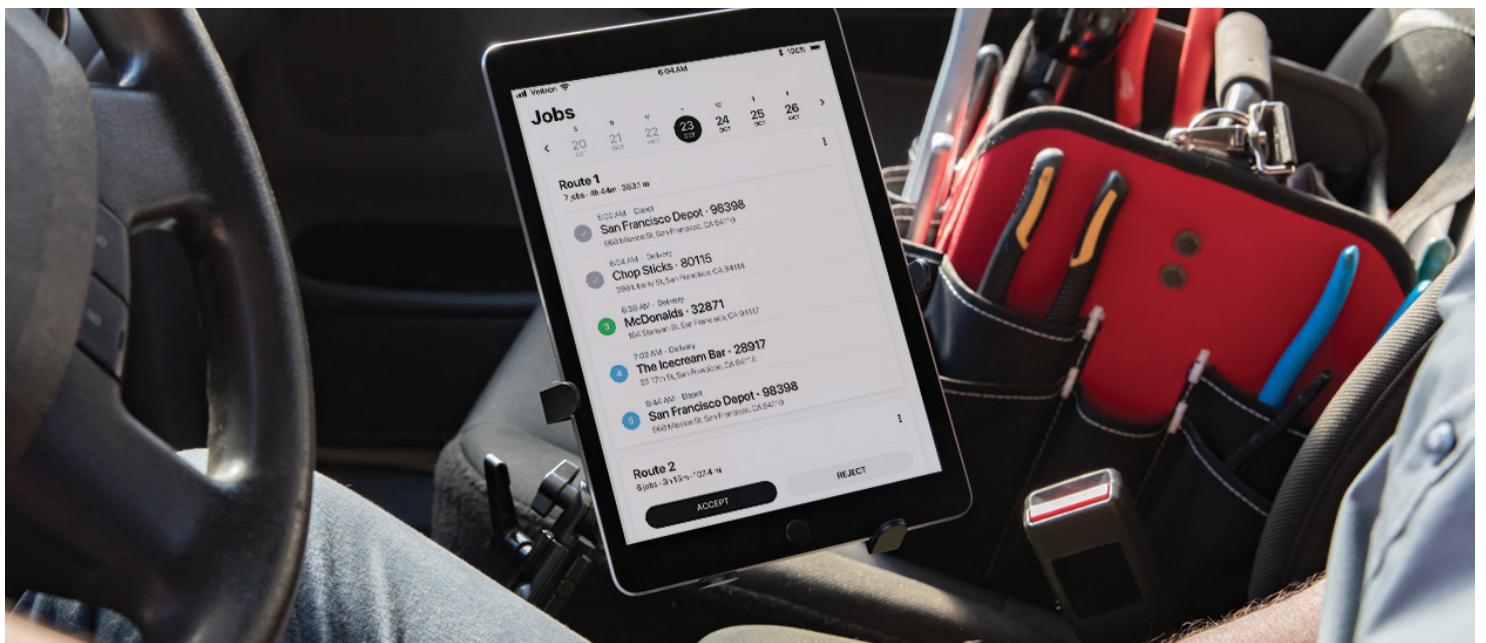
Maintenance

Avoid unplanned downtime and lost productivity due to missed maintenance.



Payroll

Use job data to improve payroll and billing accuracy.



Innovation timed and sized for you

Meet John. He owns a business with 15 vehicles, 20 drivers and 10 office employees. He trusts his mobile workers but still wants to know what is happening in the field. For example, he might run into these scenarios:

When his vehicles leave the shop each day, he trusts that his drivers get to their scheduled jobs quickly, safely and in a well-maintained vehicle. Here are a few common scenarios John might experience with his fleet.

Scenario #1:

He receives a call from a customer saying the technician never showed up for their scheduled service appointment. He tries to call the driver, but there's no answer.



Scenario #2:

One of John's dispatchers receives a call from a driver who's stuck in a traffic jam and is running three hours behind. The dispatcher pulls out the scheduled job list for the day and begins calling affected customers.

Scenario #3:

During an afternoon staff meeting, the accounts payable team mentions that payroll is taking an average of four hours to complete each week, and two of their team members are going on vacation next week.

Scenario #4:

The local garage calls and tells John that the vehicle in for repair will have to stay a bit longer than expected because the damage is more extensive (and expensive) than they anticipated. John counted on that vehicle being back in service today because another vehicle got into an accident and needs work done.

Scenario #5:

John runs into an old friend at lunch who happens to be a police officer. He mentions to John that he's pulled over two of his drivers this week for speeding while they were in company vans.

You may not experience all of these situations, especially not in a single day or week, but the ripple effect of disruption any one of these can cause probably feels familiar.

The right technology can help you gain insight to help increase efficiency, enhance safety, extend vehicle life and transform your operations overall.

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. Here are a few questions to ask yourself:

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 budget?

Knowing how much you’re comfortable spending on a monthly and annual basis 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.

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 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 or reducing fuel costs. Have potential vendors demonstrate exactly how their solution will help you achieve them.

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

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

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

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?

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?



Prepare for the demo

Training

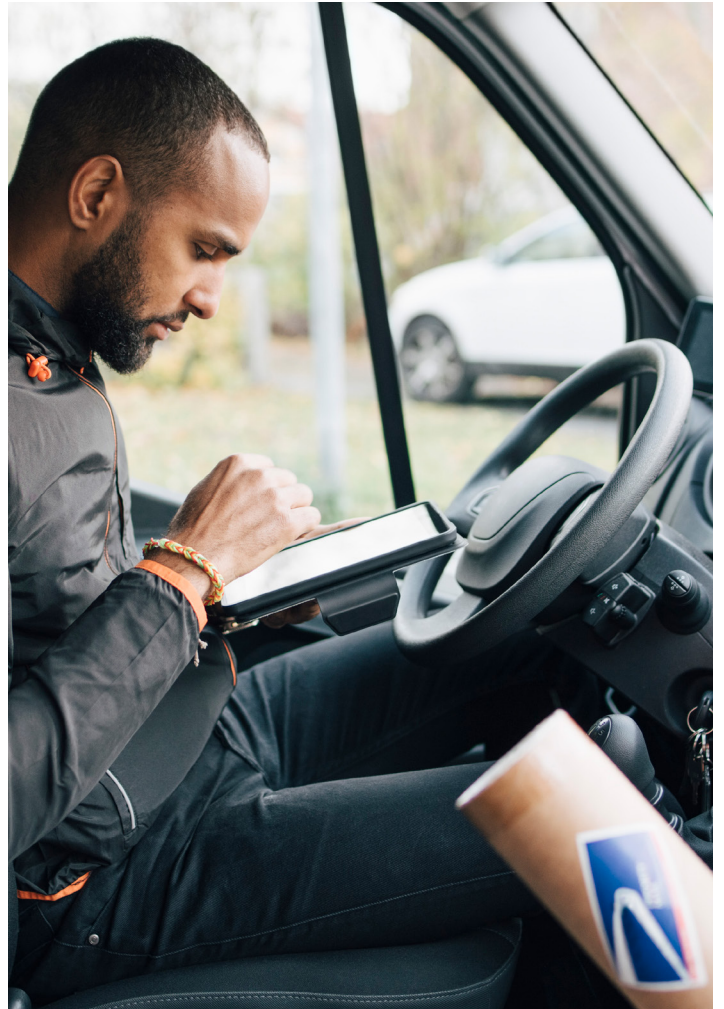
- Is there an additional cost for training?
- Do you offer training in various formats (e.g., web based, in person or video tutorials, etc.)?
- Do you offer ongoing training?
- Will you train new hires on how to use the solution?

Ease of Use

- Is fleet data (including video) easy understand and interpret?
- 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?

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?



References

- How many customers do you service in my industry?
- Can you provide references that I 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 or 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 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 (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 service

- Offers metrics such as average time to respond to emails, calls or online chat sessions
- Demonstrates in-depth knowledge of the product and assist 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.

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 staff prepare for implementation:

- Determine areas where you'd like to see improvements in your fleet (e.g., safety, productivity, customer service, payroll, billing, 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 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 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.

