



GUIDE TO

Switching Fleet Management Software



Switching Fleet Management Software Provider

What You Need to Know

Moving to a new fleet management system is a big decision. In this guide you will find out what features your company should look out for, what questions to ask prospective partners, as well as what you should expect during the onboarding process.

When is the time to switch?

So when is it time to switch? Switching to a different partner is a big change and the importance and complexity of this decision only deepens the longer the partnership has been around. Technical limitations and a lack of product support can cause companies to look for other partners, but there are a wide range factors to consider. So what should you be looking at when evaluating your fleet management software?



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Software is continually evolving and by using the latest tools you can stay ahead of your competition. When we speak with businesses looking to switch, it is important to us that they have evaluated the reasons for changing and have a clear understanding of their objectives. This enables us to create solutions that help them get to where they want to be”.

Mayank Sharma

Head of Product & UX, Teletrac Navman

POINT 1. Limitations Measuring Fleet & Driver Performance

Measuring performance is a crucial feature of any fleet management system. If you are unable to answer questions about the efficiency, safety or productivity of your fleet, it may be time to look for a different partner who provides more in-depth data about your fleet. Here are some specific performance metrics to look for to increase the visibility of your entire operation.



Driver Safety Metrics

This can be the speed a vehicle is moving at, its acceleration, harsh braking, and other potentially dangerous behaviours. Additionally, the fleet management system can monitor distracted driving through a combination of cameras and intelligent software integrations. Distracted driving is anything that takes the driver's eyes off the road such as eating or texting.



Productivity Metrics

This can be data about how long each job should take, how fast teams arrive at job sites, and how long the driver is waiting on site. These metrics help define where productivity is lost. For example, one driver being delayed by 20 minutes at a delivery location once a week is manageable, but if you have 50 drivers you are losing nearly 17 hours of time. Understanding if this is happening, and where can help you remove significant amounts of downtime.



Environmental Metrics

Environmental metrics provide fleet managers with the data needed to optimize their routes and driver behaviour to reduce environmental impact. The metrics include information like how long vehicles are idling, whether vehicles are taking the shortest routes, monitoring each vehicle's CO2 emissions, and even tracking aggressive driving behaviours which increase fuel burn.



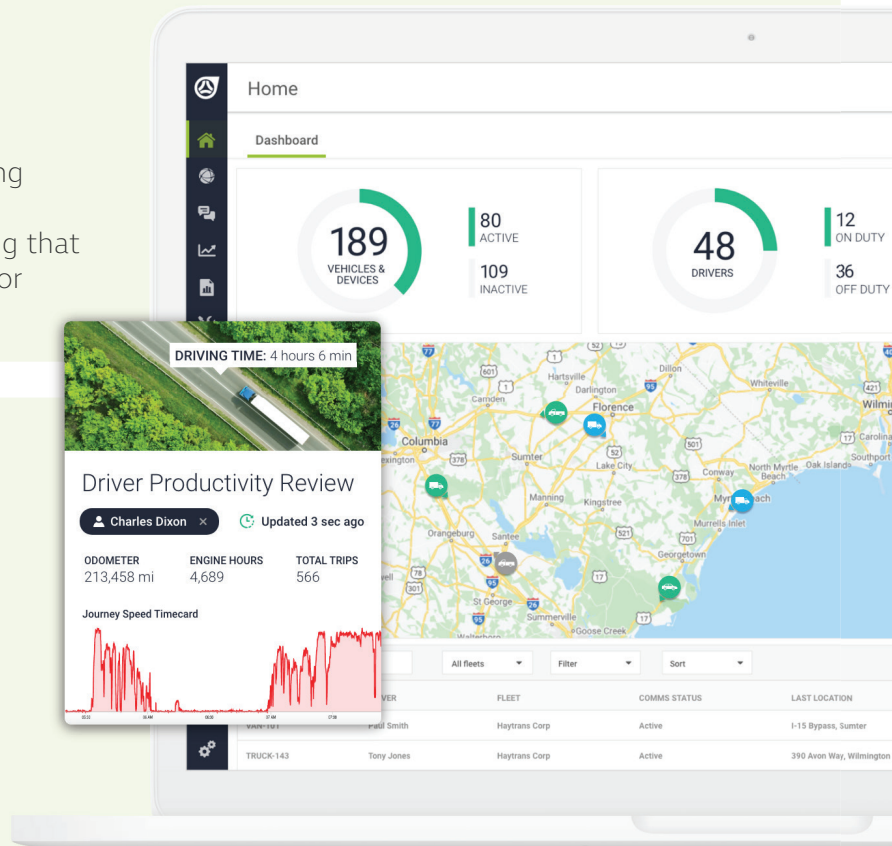
Maintenance Metrics

Regular fleet maintenance is key to retaining a long-lasting fleet, enabling companies to maximise vehicle uptime and minimise unscheduled downtime. This data can track which vehicles should go in for maintenance based on odometer readings, create maintenance schedules, and track maintenance costs. Remember, there is a big difference in anticipating a cost versus receiving an unexpected one.



Compliance Metrics

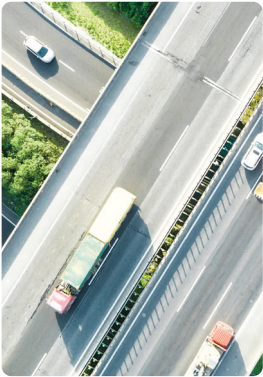
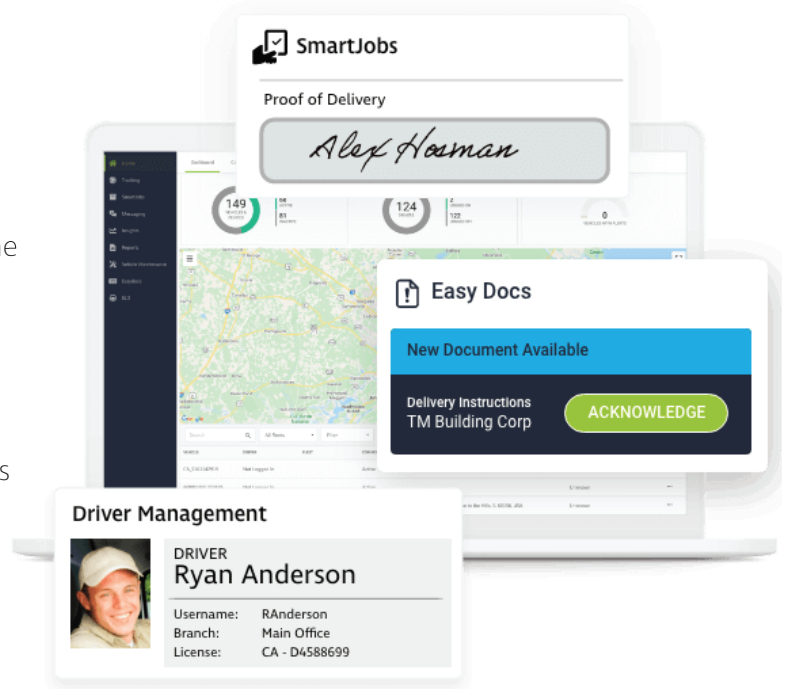
All companies should aim to have zero driver hours of service violations. Tachograph tools can provide fleet managers with real-time visibility into available drive time and when rest breaks are due, so they can effectively plan work schedules. Other areas of compliance that your business might need are pre-trip inspections and a direct vision standard permit.



POINT 2.

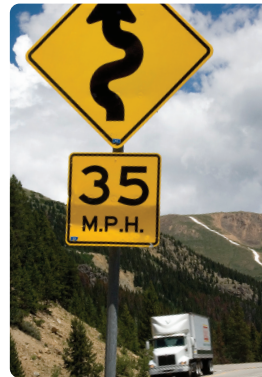
Technical Capabilities

Another issue companies run into is technical limitations. Technical limitations may indicate it's time to switch providers. These features can include real-time fleet visibility, maintenance monitoring, driver safety, compliance modules, and workflow tools. These essential features are important in keeping your fleet agile, efficient, and cost-effective. Having a tool with a robust feature set and capabilities reduces the need to rely on third party integrations between multiple software providers. To better understand these features, we've created a list below:



1. Real-time Fleet Visibility

Real-time location monitoring for equipment and vehicle tracking can help improve the performance of compliance and dispatching managers by automating part of their workflow, resulting in a more agile fleet.



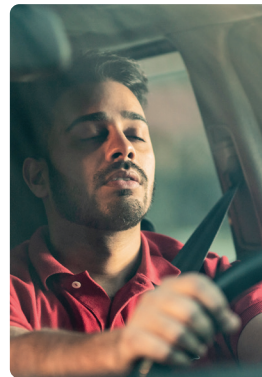
4. Safety Features

Fleet management software can record dangerous driving events and provide tools to reduce risk. Tools such as driver safety scorecards that take a range of safety data points to calculate driver scores, enabling managers to train and incentivise drivers.



2. Maintenance Monitoring

Monitor vehicles that are due for maintenance to prevent surprise repair costs and protect against costly unplanned vehicle downtime and delays to projects. Incorporating digital pre-trip inspections also streamlines fault detection.



5. Integrated Cameras

Fully integrated cameras are highly valuable safety tools, when powered by AI they can identify positive driving actions to create reward programs, whilst enabling managers to detect distracted or fatigued driving and tailgating.



3. Driver Compliance and Safety Applications

These in vehicle applications provide insight that will help drivers stay compliant with government regulations, reduce potential accidents, cut insurance costs and help to prevent costly litigation.



6. Workflow Tools

These are apps that connect drivers with the back office and provide streamlined processes for data capture and transfer. These apps include two-way messaging, custom forms, job dispatch with proof of delivery, live routing and document management.



7. Compliance Features

Implementing digital processes to manage compliance saves your company time and money by streamlining the administrative processes. There are multiple areas where fleet management software can improve compliance, such as driver hours management, pre-trip inspections and maintenance.

Tachograph



Tachograph tools give fleet managers real-time visibility into available driving time and when driver rest breaks are due. This helps them manage workload without putting drivers at risk of violations.

Pre-trip Inspections



Drivers can complete pre and post trip inspections directly via their mobile device and ensure that vehicle faults are recorded and resolved quickly.

Maintenance



Ensure that you are keeping on top of scheduled maintenance, reported defects and keeping your vehicles fit for purpose. This is a critical part of your duty of care to drivers.

POINT 3. Software Scalability

Admittedly, outgrowing your current solution is a good problem for your company to have. It means that your business has grown so much that your existing fleet management software solution no longer works for you. If businesses outgrow the capabilities of their existing provider, they need to seek a partnership with a new provider as soon as possible. Finding a partner that can meet the current challenges a company is facing and offer a wide range of solutions that can meet future requirements is just as important. An example of this would be a software provider that offers a broad range of workflow tools. Your organization may not require a function today, but it might find the capability valuable as it expands. Having a broad range of workflow tools allows your company to grow its software into new areas as needed.



POINT 4. Product Support

The amount of product support a fleet management software company gives its partners is another common reason why companies look to transition to different providers. Smaller businesses offering fleet management solutions may struggle to provide adequate training and supporting materials. Fleet management systems offer many services beyond location tracking. They provide compliance tools, safety features and business workflow applications. Your team will require training on all aspects of the application and on-demand support when problems arise. When looking at alternative providers it is important that they can offer the support needed to help you fully utilise your solution.

24/7 Multi-Lingual Support

Professional Service Team

On-Demand Training

SWITCHING IN NUMBERS

Knowing when to change software providers is a complex process and one that is different for every business. The perceived complexity and cost of switching is often a barrier and research from Info-Tech Research Group* indicates that 92% of large enterprises are planning to renew with existing suppliers, despite 80% of organisations being more satisfied with software after changing vendor.



80%

Of organisations are more satisfied after changing vendor

92%

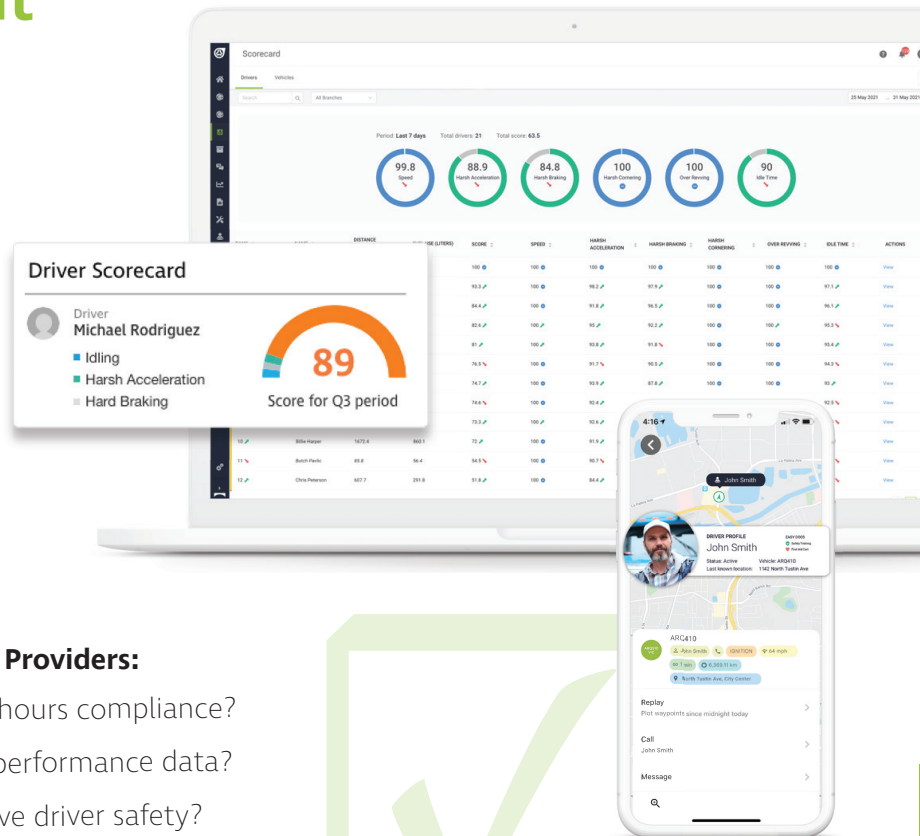
Of large enterprises plan to renew with existing vendor

25%

Of large enterprises are not satisfied with software due to underutilisation

How to Find the Right Fleet Management Solution?

Before you start searching for a new software provider, it's important to understand what you are looking for in your new solution. When talking to potential fleet management software partners, you'll want to ask them a series of questions to determine if they are the best fit for your organisation. These should be based around your requirements but we've compiled a list of questions to get you started.



Questions to ask Fleet Management Software Providers:

- ✓ How does your solution help maintain driver hours compliance?
- ✓ How does your system show driver / vehicle performance data?
- ✓ What data does your system gather to improve driver safety?
- ✓ What mobile applications are available on your platform?
- ✓ Can your solution integrate with a dashboard camera?
- ✓ How can your solution help me improve productivity?
- ✓ Does your software solution have the ability to track assets and on road vehicles?
- ✓ What integrations does your software offer, and is there an open API?
- ✓ What is the fee structure for your service?
- ✓ Do you have onboarding support staff? What about ongoing support? How long is support provided?
Can you provide us with on-demand training?

Making the Switch to a New Fleet Management Software Provider

After researching and choosing a partner that offers you the best solution for your needs, it's time to start the transition. During the transition to a new software platform, the software provider should work with you to set clear expectations around timelines, and be able to provide advice on how to successfully deploy the technology. A transition to a new fleet management system involves many variables and needs to be handled carefully. With that in mind, to best prepare for your transition to a new system, ask your provider these questions.

Q1 How long do you expect our onboarding to take?

Q2 What resources on my team will we need during the transition?

Q3 When should I discontinue my contract with my existing fleet management software provider?

Q4 When should we notify partners that we want to integrate with the new platform?



Decision Time

When considering if you want to switch partners, it is important to make a decision based on whether the value of the change will outweigh the cost of switching. Once you have made the decision that a change is needed it is key to choose a provider that will work with you to create and deploy a solution that will meet your objectives. A prolonged or troubled transition can cost your company time and money, and limit the success of the new technology being deployed. That is why here at Teletrac Navman, we have a listen-first approach, so we can create a fleet management software solution that can help you achieve your goals. We also provide on-boarding support, access to live and on-demand training and access to our technical support team. Please contact us at 0800 098 8696 if you're interested in finding out more about Teletrac Navman and to discuss your solution.



*<https://www.infotech.com/research/ss/switching-software-vendors-overwhelmingly-drives-increased-satisfaction>