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// DRIVING BUSINESS



IMPLEMENTING NETWORKFLEET
BEST PRACTICES FOR SUCCESSFUL DEPLOYMENT

Fleets are challenged daily to reduce maintenance and fuel costs in order to increase profits and remain competitive. Fleet managers are turning to the Networkfleet wireless fleet management system to meet these challenges.

To gain the most benefit from the Networkfleet system, fleet managers need to introduce it properly to their staff as well as understand how to interpret and apply the information. This paper will provide best practices and real-world examples on integrating the Networkfleet wireless fleet management solution into your fleet.

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I. INTRODUCING NETWORKFLEET

Getting Your Staff Onboard

Networkfleet users have seen dramatic improvements in the safe driving habits of employees as well as reductions in overall costs. However, as with any change in an organization, your staff may have concerns regarding the implementation of a fleet management solution. These concerns stem from not understanding how the system works or how the information will be used. Therefore, it is essential that you provide clear communication and training as to why your company is implementing the Networkfleet system and how it will benefit employees.



Important elements to include in your employee presentation:

- Introduce the Networkfleet system with excitement and enthusiasm. Explain that the solution is a new tool to help the company be more efficient, which will enable the business to grow and provide more benefits to employees.
- Explain that the implementation of a GPS system is to help the organization remain competitive.
- Provide an overview of how the system works and how it will benefit the organization as well as employees.
- Provide actual examples of how the system has been used to exonerate employees from blame, to reduce workload, and recover stolen vehicles.
- Consider offering incentives, such as awards for not speeding or increased bonuses if cost savings are uncovered.
- Get employees involved in the implementation and use of the system so they understand the benefits. Use the Web-based training tools available from Networkfleet to review the system with drivers.
- Show employees how the information from Networkfleet will be used as a training tool to improve bad driving habits and increase safety. Explain that employees will be rewarded for good habits.
- Establish company policies prior to implementation so that employees have a clear understanding of rules and guidelines regarding how Networkfleet information will be used.

Benefits of Networkfleet to the Company and Employees

Benefits to Company

- Lower fuel expenses through improved vehicle utilization and eliminating speeding and unnecessary idle time.
- Reduced maintenance costs through automatic odometer readings, scheduled maintenance and diagnostics monitoring.
- Increase revenue by using more efficient routing to increase the number of jobs per day.
- Improved customer response time through improved routing, using landmarks and clear driving directions.
- Lower emissions through reduced idle time, fuel consumption and emissions monitoring.
- Reduced insurance costs from fewer accidents and improved vehicle maintenance.
- Provides GPS location data that can be used for stolen vehicle recovery.
- Provides data for compliance with state reports and audits.

Benefits to Employee

- Increases driver safety with well maintained vehicles and automatic engine diagnostics.
- Emergency roadside assistance, including jump starts, tire changing, locksmith services, fuel delivery and towing so employees get back to work quickly.
- Substantiates whereabouts if falsely accused of being late to a job or causing a disturbance.
- Protects driver in cases of false accusations resulting in speeding tickets and accidents.
- Eliminates paperwork, such as entering begin/end of day information into timesheets or manual odometer readings.
- Dispatchers can provide clear driving directions based on exact location information.
- Increases the number of jobs a driver can complete in one shift through better routing, may increase pay.
- Allows vehicles to be safely taken home at night without the threat of misuse.

“One of our technicians arrived one morning and found the vehicle he was supposed to be driving was missing. He contacted me, and we immediately contacted the police and then logged into Networkfleet. The police were able to track the route using Networkfleet and recover the vehicle.”

– Tony Sfreddo,
Triple ‘S’ Services

Examples from Actual Fleets

Joe Christiansen, Plumbing Plus, Poway, CA: “When introducing Networkfleet to employees, explain to them that it is a new tool to help the fleet become more efficient, so drivers know where the problem areas are and management knows whether one of the trucks isn’t operating correctly or is being abused or driven too fast. Poor driving behavior by a company representative reflects on the entire organization, not only the person driving the vehicle.”

Josh Zimmet, BLS Trucking, Dayton, OH: “We’ve had many claims that our trucks have caused damage at a particular location, and by having the GPS data with time stamps, we were able to prove that our trucks were nowhere near the location of the accusation. These savings are not calculated into our ‘savings studies’ and are considered ‘hidden’ savings, but they definitely are evident. Ultimately, what is good for the company, as far as savings are concerned, ends up being good for our employees. When introducing GPS, fleet managers should be honest with their employees.”

Steve Morefield, Firstline Security, Anaheim, CA: “We were able to use location data from Networkfleet to exonerate an employee who was accused of making a commotion and ultimately save a \$50,000/year government contract.”

Tim Stone, Britz-Simplot, Five Points, CA: “One of our semi-truck drivers was given a ticket for going 68 mph. We knew the truck could not go that fast because it is set not to. We took the Networkfleet speed report to court and showed the speed at two-minute intervals. The judge dismissed the ticket. This has happened several times.”

Tony Sfreddo, Triple ‘S’ Services, Manassas, VA: “One of our technicians arrived one morning and found the vehicle he was supposed to be driving was missing. He contacted me, and we immediately contacted the police and then logged into Networkfleet. The police were able to track the route using Networkfleet and recover the vehicle.”

II. EMPLOYEE INCENTIVES

Rather than use the system information to punish employees, successful fleet managers have implemented employee incentives to reward drivers for good behavior they observe from using the Networkfleet wireless fleet management system. This helps employees understand how the system can benefit them and encourages them to take actions to help the company achieve its goals.

Some examples include:

- Provide training on how drivers can reduce fuel consumption and then offer incentives to the employees or departments that can save the largest percentage of fuel each month.
- Consider sharing the cost savings with employees in the form of bonuses, movie tickets, dinners or other rewards.
- Develop bonus programs that reward efficiencies that could not be measured before implementing Networkfleet, such as reduction of idle time.
- Award gift cards for driver achievements, such as drivers with the lowest idle time or those that have not exceeded preset speed thresholds.

II. MANAGING RESOURCES

Who Should Log In?

Fleets are most successful when they take the time to develop an internal deployment plan for a fleet management solution. In this plan, they identify what to focus on first and what they expect to master in the first few weeks, months and years in order to realize the greatest ROI.

Best practices include:

- Begin by selecting the people that will interact with the system and identify what information they will need.
- Identify subject matter experts such as fleet managers and maintenance technicians that will be responsible for utilizing and understanding the reports.
- Assign an advanced administrator to receive all notifications from Networkfleet and to continue training other staff members as updates and new features come out. Some examples include:
 - *Email notifications when drivers exceed speed thresholds.*
 - *Text alerts when drivers leave a user-defined area or geofence.*
 - *Web alerts when vehicles reach pre-set odometer readings to schedule maintenance.*



Scheduling and Reading Reports to Address Pain Points

Networkfleet has a comprehensive reporting capability to help your fleet understand how vehicles are being used and how to apply that information to reduce fuel costs and maintenance expenses. Here are a few of the reports that will be beneficial in achieving your cost reduction goals.

Unauthorized Vehicle Usage: The goal is to minimize or eliminate unauthorized usage without altering effective business practices.

- With Networkfleet's Odd Hours Report, fleet managers can identify vehicles that are being used during unauthorized hours, such as weekends and after work hours. Managers can also receive alerts when unauthorized usage occurs.
- With Networkfleet's Geofence Violation Report, fleet managers can easily monitor vehicle movement into and/or out of a user-defined geographic area (Geofence). As with Odd Hours, fleet managers can receive activity alerts immediately when that movement occurs.
- Networkfleet's Landmark Report (by Vehicle) allows fleet managers to easily monitor vehicle visits to specified landmarks. Examples of landmarks include customer sites, warehouses or remote offices.

Speed and Idle Time: The goal is to improve driver behavior and reduce speeding and idle time. A Best Practice for lowering your fleet's average speed and idle time is to reward employees for behavior that conforms to company goals.

- The Speed Violation Report is the best way to track vehicle speeds over pre-set thresholds.
- The Idle Time Report allows managers to track idle time for each vehicle.
- Fleet managers can also set up Speed or Idle Violation Alerts if they need to know immediately when vehicles exceed speed or idle thresholds.
- Managers can select more than one recipient for email and text alerts.
- Combine real time alerts with periodic summary reporting to dramatically reduce your fleet's speeding and idling habits, thus increasing your fleet MPG.

Maintenance: The goal is to decrease the period of time between when an engine problem occurs and when it is resolved.

- Networkfleet users automatically receive emails if a vehicle has a diagnostic trouble code (DTC). Fleet managers are made aware of the problem as soon as the DTC is triggered by the engine. This can occur before the dashboard alert appears inside the vehicle.
- Using the Networkfleet application, you can check to see if any vehicles have diagnostic alerts and can view All Alerts.
- Engine mechanics can view specific component health such as Air Flow Sensor, Coolant Temperature, Intake Air Temperature, Fuel System Status, Oxygen Sensor, Evaporation System, Battery Voltage, and more, all from the Networkfleet Web-based application.

For more information on Networkfleet reports, see Networkfleet's online tutorial.

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III. SEEING THE ROI – QUANTIFYING RESULTS

Networkfleet offers a quick payback and ROI, typically within 6 – 12 months. Networkfleet's ability to reduce fuel usage, lower idle time, reduce speed and miles traveled has a significant impact on lowering operating costs. This will benefit your company by making it more competitive and profitable.

Before implementing the Networkfleet system, fleet managers should gather information on current vehicle utilization and operating costs. This will be needed to compare costs before and after implementing Networkfleet and to calculate ROI. If possible, the utilization information should include vehicle usage, idle time, fuel consumption, miles-per-gallon (MPG), number of trips per day and routing processes in order to determine if every vehicle is being used efficiently.

To help you gather this information, a Networkfleet representative can provide you with a detailed ROI Tool, also known as the Networkfleet Benefit Calculator.

Here are some examples from actual fleets:

- BLS Trucking lowered fuel and repair costs using Networkfleet, which resulted in a return on investment in less than a year. By the end of the first year, the company gained a fuel savings of more than \$188,000.
- Pak West Paper & Packaging reduced driver overtime dramatically. The company was able to cut weekly hourly wages by 50%, within the first week of installing Networkfleet. On average, the company is saving more than \$100,000 in overtime each year.
- ServiceMaster not only reduced labor and fuel costs, but the organization was able to handle one extra job per week with the same number of vehicles and employees, gaining \$156,000 in extra revenue per year.



IV. CONCLUSION

Meet the daily challenges of managing a fleet by properly implementing Networkfleet in your vehicles. Doing so will reduce costs for your organization and help your company function more efficiently.

Remember, when implementing a fleet management solution, follow these best practices:

1. Be open and honest with employees about your intent to increase company profitability by implementing a fleet-wide GPS program.
2. Gain staff trust by communicating the reasons why the organization has decided to implement a fleet management solution.
3. Use the information learned from Networkfleet's many detailed reports to quantify the ROI results you will achieve within 6-12 months of deployment.

If implemented properly, Networkfleet will be a win-win for your entire organization.

**For more information, contact
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