

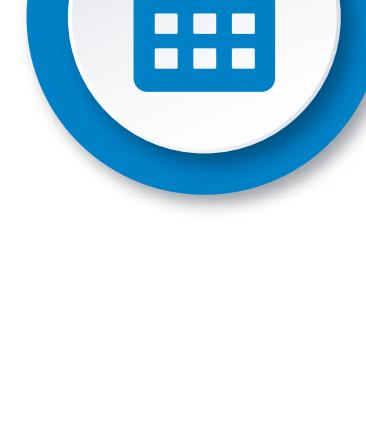
Best practices for implementing fleet telematics

Rolling out a modern telematics solution smoothly takes careful planning and timing. Having performed thousands of implementations, we've captured the following best practices so you can avoid costly missteps.



Build a detailed plan.

Today's telematics implementations are complex, and need the same detailed planning as other high-impact projects. Assemble a team and partner with a provider to build a detailed project plan. Ask plenty of questions to fill in any knowledge gaps.



Measure success.

Measuring success by whether you hit the installation deadline fails to consider critical factors that determine the project's outcome. Instead, define key performance indicators (KPIs) that objectively measure the solution's impact on your operation.



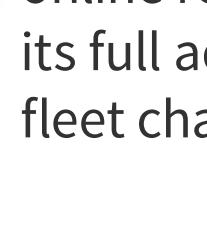
Roll it out.

Your provider should help make the process go as smoothly as possible to minimize operational disruption and risk to fleet assets. Plus, offer support at every stage of implementation, whether you request their onsite installation services or prefer your in-house technicians install the hardware.



Implementation

- Install hardware and deploy software.
- Incorporate the solution into operations.
- Onboard and train users.



Installation

- Physically install the hardware onto vehicles and assets.



Verification

- Verify accurate data coming from each vehicle and asset.
- Confirm hardware and software work well together.
- Ensure integration with other systems and processes.



Ramp up end users.

Take advantage of your provider's flexible, face-to-face training and free online resources so the people who'll use the solution, know how to use it to its full advantage. Maintain regular training so they stay up to speed as your fleet changes.



Earn buy-in early.

Installing something on a vehicle without explanation or agreement creates fear. If your implementation is to succeed, help people in the field understand what the technology does—and how it protects them, makes their job easier and increases efficiency.

Important: Field buy-in is critical—and entirely up to you.

Take them seriously. Hear their questions and provide clear, straightforward answers. No fluff, no nonsense.