# Maximising fleet ROI with connected data

CIVICA ideas into action

# Introduction

**Fleet and delivery management** has thousands of moving parts and it never stays still.

Mobile and cloud technology has simplified the day-to-day e.g. removing paper and making hybrid working the norm. But what else is possible and how do we harness its full potential?

Read on as I explore how organisations can use technology and connected data to join up the dots of their operations to drive efficiency and maximise their return on investment.
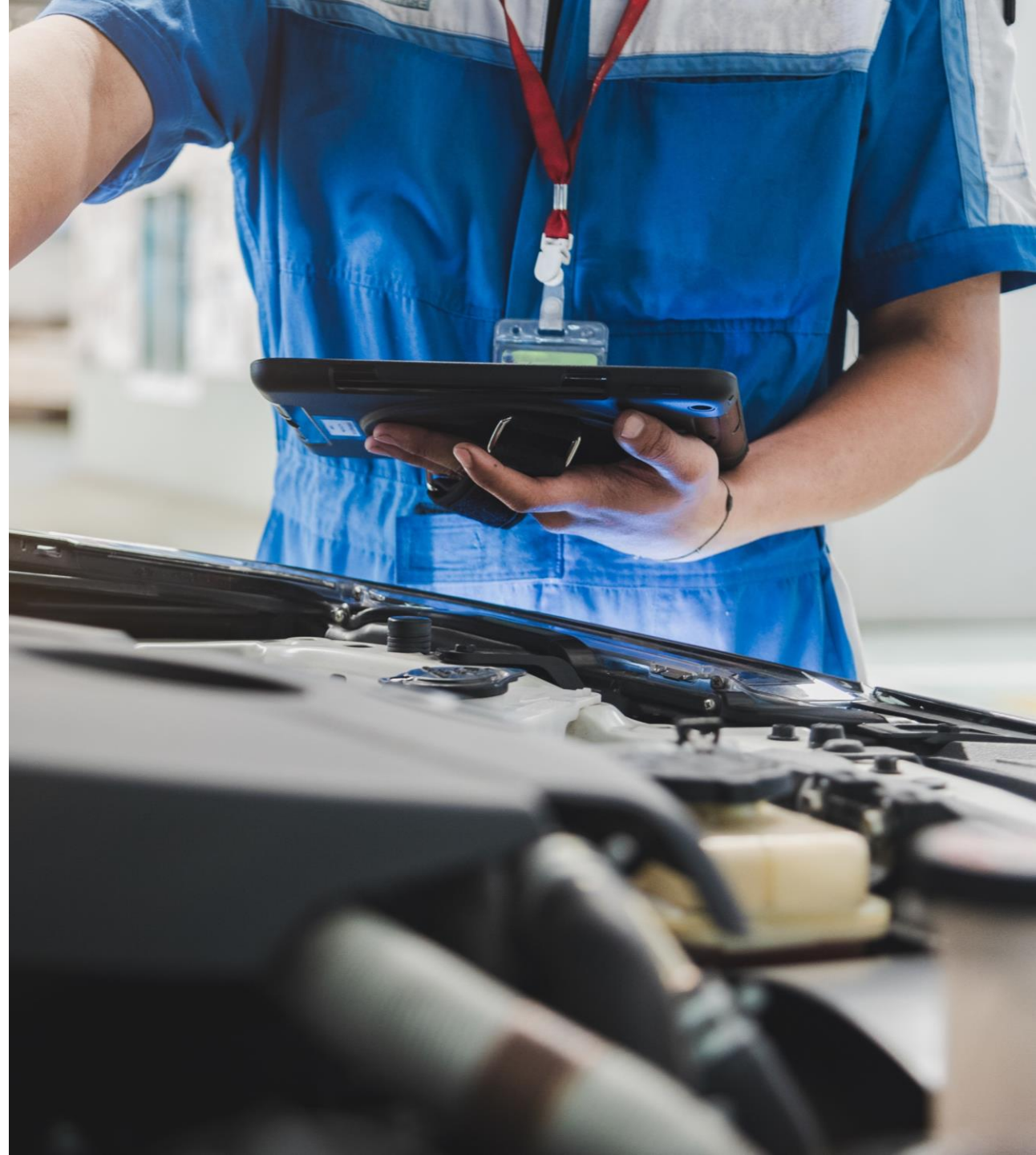
## Keith Hawker
Managing Director, Civica Transport

# Let's get under the bonnet and learn…

- How to connect your data?

- How can it create a joined-up approach and boost your operation?

- How is it helping?

# How to connect your data?

Having real-time visibility of your operation including vehicle and delivery statuses and maintenance schedules allow you to save money, respond quickly, predict and refine processes and improve budgeting. Here's how it can be done:

1. **Device**
   Capture data on a mobile device e.g. completing driver checks on the road, carrying out vehicle inspections in the workshop, recording proof of delivery at a customer's site.

2. **Connection**
   Send data instantly to the back office, update customers, drivers, technicians, stores or suppliers using methods such as 3G/4G/5G or WiFi.

4. **Insight**
   For the processed data to be useful, it must generate an insight or recommend an action. This could be done via an alert to the user or by performing an automated action. i.e. licence renewal, MOT due date.

3. **Processing**
   Here's where value is added. Software can process data, automatically update customers, internal systems such as repair schedules and route planner. Removing manual processes and paper copies.

# How can connected data boost your operation?

**Inform**: Capture real-time data accurately. Gain insight to make informed decisions to boost efficiency and productivity

**Action**: Use real-time data to provide early alerts. Manage your operations proactively to improve compliance and optimise your assets; minimising risk and vehicle downtime

**Control**: Run a more cost-effective operation. Identify patterns and improve budgeting. e.g identify low performing vehicles and know when to replace them; reducing costs and maximising ROI

# Making a positive impact

Here's a few examples to show how connected data is making an impact:

| Inform | Action | Control |
|---|---|---|
| **Ensuring safety.** Drivers can complete safety checks and update vehicle statuses instantly, helping fleet managers to take unsafe vehicles off the road and prioritise them for repairs. | **Minimising off-road time.** Complete repairs, maintenance jobs on the go. Receive instant update from suppliers or internal workshops; prompting approval immediately to reduce delays. | **Optimising fleet assets.** Access to real time vehicle and asset status can help fleet managers to predict maintenance needs and manage workshop and stores to maximise asset availability and ROI. |
| **Going green.** Capture both liquid fuel and electricity to provide meaningful insight to inform cost-effectiveness, $CO_2$ emissions between fuel and electric fleet. | **Compliance management.** Automate alerts for licence renewal, vehicle and parts servicing, including equipment assigned to the vehicles to help ensure compliance of the whole fleet | **Lowering running costs.** Monitor whole life vehicle cost. Identify and remove low performing assets. Invest in better, more cost-efficient vehicles into the future. |
| **Route optimisation.** Identify routes based on customer orders vs assets and driver skills. Allocate fee-free vehicles to clean air zones to save costs. | **Improving the customer experience.** Update customers of their deliveries in real-time to reduce disputes and improve satisfaction. | **Reducing risk.** Store all fleet documentation, maintenance records securely. |

# Making a positive impact

More examples of how connected data is supporting the transport industry:

| Inform | Action | Control |
|---|---|---|
| **Parking management.** One of the original deployments of connected devices by local government; helping citizens find parking in the city. | **Crowd management.** Tracking the location of mobiles and analysing real-time data collected can identify how crowds are building and moving, and predict additional need for security, transportation or facilities | **Smart traffic management.** Wolverhampton City Council implemented networks of devices to control city traffic systems; monitoring pollution levels, journey times and vehicle counts. |
| **Smart poles.** The lamppost is evolving into a smart pole fitted with sensors and cameras to collect and analyse real-time information about traffic flow, environmental conditions and crowded spaces. | **Infrastructure management.** Using sensors, cameras and lasers to monitor infrastructure such as rail tracks, reduces the resource burden of routine physical inspections. Combining collected data with AI algorithms enables a predictive maintenance approach. | **Next generation highways.** Connected cars offer potential to reduce congestion and improve safety. Links between cars and roadside infrastructure can share data such as traffic density and dangerous road conditions with the data driving automated decisions about speed limits and route planning. |

# About Civica

With over 40 years sector experience, and a focus on delivering high quality customer services, we continue to innovate to help transport and fleet operators overcome evolving challenges.

From hybrid working and meeting the changing expectations of the modern customer and citizen, to reaching your decarbonisation goals, and managing cost and compliance, we have an expert view of the real issues facing the sector.

Find out more about **TranSend, our unique platform for fleet and delivery management**:

| TranSend Fleet Management | TranSend ePOD | TranSend Route Planning |
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Get in touch: transport@civica.co.uk