



TURNING THE TECHNOLOGY BIG WHEELS

The role for Plant/Fleet in delivering
organisational value in the digital
economy

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Today's conversation

Telematics or IVMS– what is it?

The economy and the digital economy

How does telematics deliver value?

Plant, Fleet and Big Data

Why data flow is important - smart

What outcomes are obtained?

Agenda



But first - Teletrac Navman



25+ years
of global experience



70,000 customers



600,000 vehicles



Australian Government
Department of Industry,
Innovation and Science



Telematics - connected vehicles



- A branch of Information technology which deals with the long distance transmission of computerised information
- It involves, telecommunications (cell or sat or both), vehicle technologies, sensors and computer science, hardware and software
- IOT – council plant and fleet (motorised and non-motorised assets – one platform)
- Business model – global tech delivered through local dealers
- Proven – 100 councils in Australia – continues to grow...
- Delivers expected and un-expected positive benefits

The Three Primary Benefits of Telematics



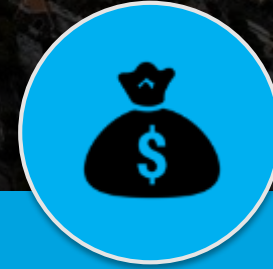
Compliance & Safety

How regulatory compliance and accreditation programs affect road transport and the benefits of proactive alert-based transport safety risk management.



Efficiency & Environment

How introducing technology into the workflow improves the business process, increases inefficiencies and reduce CO2 emissions



Productivity & ROI

Technology, most importantly, helps to improve the business's bottom line by managing costs and putting more \$\$ in the back pocket.

TELEMATICS INDUSTRY FINDINGS

REDUCE TOTAL KILOMETRES
DRIVEN



6%

REDUCE IDLE TIME



20%

REDUCE FUEL EXPENSES



20%

INCREASE IN SERVICE
DELIVERY/REVENUE



11%

INCREASE CUSTOMER
SATISFACTION



11%

INCREASE PRODUCTIVITY



10%

INCREASE VEHICLE UTILIZATION



15%

LET'S CHANGE YOUR STATISTICS TOGETHER

REDUCE FUEL CONSUMPTION



30%

REDUCE MAINTENANCE EVENTS



12%

IMPROVE UPTIME



15%

SAVE ON ENSURING COMPLIANCE
AND INCREASING PRODUCTIVITY



30%

REDUCE ACCIDENTS AND VIOLATIONS



20%

Case Study

Insurance Summary – Highlighting Improvements since introduction of Vehicle Telematics

Calendar Yr	Total No. of Claims	Agency at Fault Claims	Claims over \$5K	Claims over \$10K	Average Cost of Claims
2016	198	94	17	20	\$3871
2017	151	62	15	7	\$3049
2018	96	14	14	1	\$2847

NB: Information provided by for the calendar years listed.

Its All about the Data

- Because we can connect vehicle, and create reports – the traditional role of managers has changed (no longer observation and financial data – immutable data is created)
- We can collect data from things on those vehicles – sprays, brushes, pumps, mechanical arms,
- The data can be overlaid onto maps
- Data - the only asset that appreciates in value with use
- data flows through the organisation delivers significant value hence needs strategic support
- Ability to touch every silo/business unit within a council



Why Data flow is important

The characteristics of successful big data strategy



- Data is an asset, its needs to be treated as such (investment, secure, appreciates with use)
- Data should be used to improve the decision making process through the whole organisation (not just execs)
- Data skills – need to develop an internal capability (high demand jobs – big \$ - how will councils compete)
- Analytics engine – reports
 - Open Api
 - Comprehensive reporting and dashboards

BIG DATA and IOT – new business models/new ways of doing things

- CFO/Finance
 - Cost Savings up to 30% Fuel;
 - fuel tax rebate (ATO has given our company 2 class tax rulings for our product +4yr retro claim)
 - Insurance benefits – reductions in number of claims/value of claims
 - Push back on frivolous claims
 - Mitigating risk factors results in opps to better manage negotiate insurance premiums
- Governance
 - Accurate asset registers (vehicle data up-to-date- authorized driver; authorised jobs)
 - Better alignment with overtime/penalty rates – has the vehicle left the depot
 - Improved efficiency open API integrates into other enterprise solutions (Tech One, Civica)

Nearly 100 Councils

BIG DATA and IOT – new ways of doing things

- Fleet Manager
 - Asset utilisation
 - Better maintenance of vehicles (no more over servicing nor underservicing)
 - Documented usage to maximise asset disposal value
- WHS
 - Better compliance to legislation – NHVR, WHS, Chain of Responsibility
 - Identify training opportunities for drivers
 - Reduction in road infringements
- Disaster Management
 - Immediate and real time understanding of asset location, availability
 - Ability to move/relocate assets to better manage event



Nearly 100 Councils

Big Data and IOT - new ways of doing things

■ Corporate Services

- Better response to customer service (closest vehicle- re-routing)
- Better response to customer service complaints (immutable data – if a council vehicle was or wasn't at a specific location – ie council vehicle broke my windscreen; council never sends a street sweeper down my road; bin wasn't emptied etc)
- Green and environmentally responsible – data on CO2 emissions by each vehicle is able to be presented which assists in organisation CO2 targets and strategies (each litre equates to about 2.3kgs of CO2 e – hence some councils reducing hundreds/thousands of tonnes of CO2 each year.
- Waste management – measuring to better understand consumer behaviour

■ Indirect Benefits

- Greater access to big data and moving it through the organisation – cultural benefits
- Staff Skills around data and analytics – insource, outsource, future needs

Conclusion

- Telematics delivers a range of operational, commercial and services benefits
- A proven and demonstratable ROI
- Helps councils stay compliant – WHS, COR but also governance of assets
- Direct and Indirect Benefits
- Improves the culture and skills around big data
- Links with smart community/smart city strategy by being a smart council

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Questions and Thank you