



WHITEPAPER

The Engineer's Guide to Fleet Management Solutions: Increasing Competitive Advantage and Employee Productivity

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Introduction

In today's global economy, work is being transformed by technology at an unprecedented rate. Companies with fleets are faced with increased pressure to stay competitive and maintain a high level of quality, efficiency and transparency. Worker connectivity is essential for scheduling, communication and tracking a large mobile workforce because last minute updates and changes can offset an entire day of productivity. Real time scheduling can be a difficult task for most companies that have a group of employees that are on the road during the day. With the proper tools such as a custom engineered, end to end mobile solutions, an organization can maximize their mobile fleet's efficiency through communication, scheduling and security, which will have a tremendous effect on customer satisfaction and the bottom line.

Solution

The best route to a successful mobile fleet workforce implementation is to engage with a software engineering consultant to determine needs and requirements. 14 Oranges offers a wide range of services and solutions available to assist companies at any stage of developing a fleet strategy. With geo location and time coding installed on all employee mobile devices, companies can have a firm grasp on their field service management. Knowing the location of fleet employees will:

- Minimize driving distances between routes
- Reduce stop durations
- Save money on fuel consumption
- Cut down on labour hours

Geo location services are also incredibly useful for employee safety because all movements, accidents, speeds, departures and arrivals are sent to a server in real time so if there is an emergency, help can be immediately dispatched and insurance costs can be minimized. Just recently, an Alaska Airlines employee fell asleep in the cargo hold of an aircraft bound for Los Angeles, only to wake up while in the air. The employee's co-workers noticed the man was missing but they were unable to locate him before the flight took off. If Alaska Airlines employees had been using geolocation services on their mobile devices, this incident could have been prevented and saved the airline time and money and avoided making an unscheduled stop and subsequent delay

with 170 passengers aboard¹. The field service options available to an organization range from creating an app to engineering process and systems analysis, with many stages in between.

14 Oranges was commissioned to create a workplace fleet solution for BC Safety Authority (BCSA) that involved an iPad app for their mobile employees to use while at job sites. BCSA wanted technology that employees could use to record very detailed, real time information regarding home inspections that would be accessible to the entire team. The 14 Oranges usability specialists collaborated with BCSA to determine a solution by reviewing their use cases personas then preparing mockups and wireframes in order to create a final UI design. Throughout the process, BCSA received versions of the application so they could review and provide continuous feedback to ensure the app was meeting their requirements. When the app was in the final stages, BCSA released it to a select group of users in order to collect feedback for the completed project. Once the app was delivered, 14 Oranges trained the BCSA technical team on the code base so that continual development and maintenance could be handed off.

Business Benefits

A custom developed, end to end solution can radically change the way an organization with a fleet conducts business. Return on investment, usability and competitive advantages are just the tip of the iceberg. Worker productivity, engagement and retention increase because time consuming process structures are replaced by intelligent solutions so the staff can save time and accomplish more. Companies that strive to support work-life balance enjoy higher retention rates as well as employee loyalty and satisfaction, which have a direct effect on the corporate bottom line².

Employee happiness has measurable results for revenue because staff who are more engaged are willing to go the extra mile for customers.

Creating and maintaining a competitive advantage is something that companies with and without fleets, invest resources and time into solving. Streamlining business processes starts at the office and extends outward to the front line. When proper systems are in place, employee scheduling for absences and holidays is in real time and can be adjusted immediately to avoid customer service interruptions. Managers can also access real time job reports in order to illustrate accurate labour distribution, resource planning, routing, dispatching and analysis of work. This information allows

¹ Retrieved April 30th, 2015 from <http://www.bbc.com/news/world-us-canada-32296170>.

² Lockwood, Nancy, R., "Leveraging Employee Engagement for Competitive Advantage", Society for Human Resource Management, 2007, 9.
Retrieved from <http://www.shrm.org/research/articles/articles/documents/07marresearchquarterly.pdf>

corporations to take the guesswork out of their forecasting and become increasingly streamlined as more data from the fleet is collected and truly improve their competitive advantage.



Stat from: <http://www.businessnewsdaily.com/1863-mobile-workforce-2015.html>

Manager employee communication is vital to a productive work environment. The ability to communicate late starts, bad weather conditions and transit issues in real time for a fleet workforce is worth its weight in gold to a corporation. Workgroup communication and security for password resets are additional reasons for fleet managers to consider updating their work processes. The money and customer relationships that are saved because of the real time sharing of information is what sets corporations apart.

Conclusion

Fleet management is playing an increasingly relevant role in our technological world. With margins being slashed and companies looking for any route to establish competitive advantage, fleet management has become a focal point for organizations looking to streamline business processes. Employees and managers are better served with field service management tools that allow them to communicate in real time. With real time information, customers will always get uninterrupted service and employees will not be left scrambling to cover shifts. Unexpected sick days or late starts used to throw a work schedule into disarray but with fleet management tools, work is automatically redistributed and the customers avoid experiencing any delays or outages. Productivity tracking allows companies to have a clear understanding of where time and resources are being spent and changes can be made and tracked. While employees are on the road, they have peace of mind because safety features will alert management if there is an accident or unexpected event. Worker safety and productivity are paramount for any organization that manages a fleet of employees who are on the road. Proper field service management has the ability to completely revolutionize the way a business interacts with its clients and staff. Isn't it about time your business unlocks its potential?

For more information about the benefits and solutions available for field management or to book a free 30 minute project feasibility evaluation, contact sales@14oranges.com

About 14 Oranges

14 Oranges provides mobile and web application development services. Our goal is to delight our customers with the best mobile and web applications in the market. We offer full end-to-end solutions, including web, back-end, and app interface design, to companies of all sizes: from small businesses to large enterprises.

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