Driving Forward:
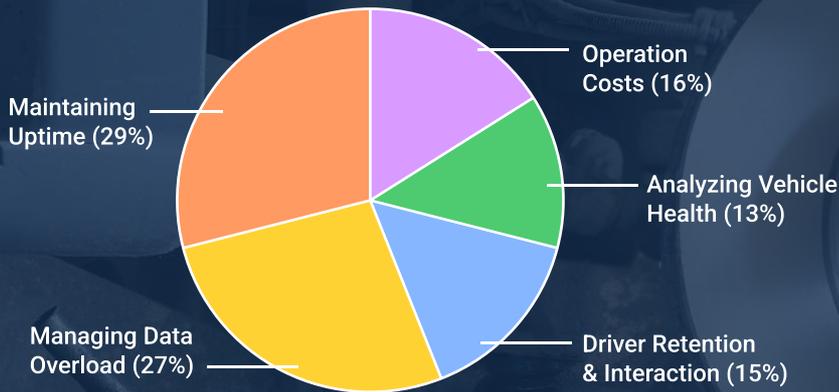# The Fleet Managers' Insights Report

INTRO

Pitstop has spoken to hundreds of fleet managers to uncover the most significant pain points and technologies impacting the current industry. Nearly half of fleet managers surveyed indicated they were unsure how their ELD/GPS system was chosen and continued to use their current system out of convenience. As technology advancements continue in the fleet space, new, innovative fleet management systems are becoming more valuable than existing outdated GPS systems, but also more intimidating/complex. Further, fleet managers are busy people and rarely at their desks to dedicate time to research. Consequently, many find themselves overwhelmed with alternatives, making choosing an optimal path forward both difficult and time consuming.

By conducting 1-on-1 interviews with fleet managers across North America in various industries and fleet sizes, Pitstop collected data points to uncover current maintenance trends and pain points in the industry. We hope our findings can help you evaluate your fleet's operations and develop an effective roadmap going forward.

CURRENT PROCESSES

Fleet Managers' Pain Points

We made a list of the five most common pain points experienced by fleet operators and asked them to rank their top three. After weighing each option based on their ranking positions, here were the results:

Operation Costs (16%)

Maintaining Uptime (29%)

Analyzing Vehicle Health (13%)

Managing Data Overload (27%)

Driver Retention & Interaction (15%)

Fleets with fleet maintenance software generally highlighted data overload (25%) and maintaining uptime (23%) as their biggest obstacles. On the other hand, fleets with no maintenance software found that operation costs (40%) were a significant problem.

Larger fleets (300+ vehicles) also found operation costs (39%) problematic, while smaller fleets (50 to 300 vehicles) struggled with maintaining uptime (38%).

"That is the problem right now. It's data overload, right? We've got so much data coming in from all places."
- Fleet Manager of 350 Vehicles (Class 7-8)

Some additional areas of concern participants highlighted included:
- Lack of actionable, reliable data insights
- Part Availability/Delays
- Fuel Management
- Service Scheduling

Fixing all of these concerns comes with collecting the right data such as work orders, vehicle sensors via ELD and service scheduling. More importantly though is gaining predictive insights from the data, which highlights the most important issues to look at. For example, insights that are detecting failures before they occur can alleviate additional downtime caused by increasing part shortages by emphasizing the severity of issues, allowing you to work with your repair shop to order parts in advance.

> "The biggest pain point right now is just getting the parts we need to fix our trucks... We can't wait."
> - Fleet Manager of 75 Vehicles (Class 3-8)
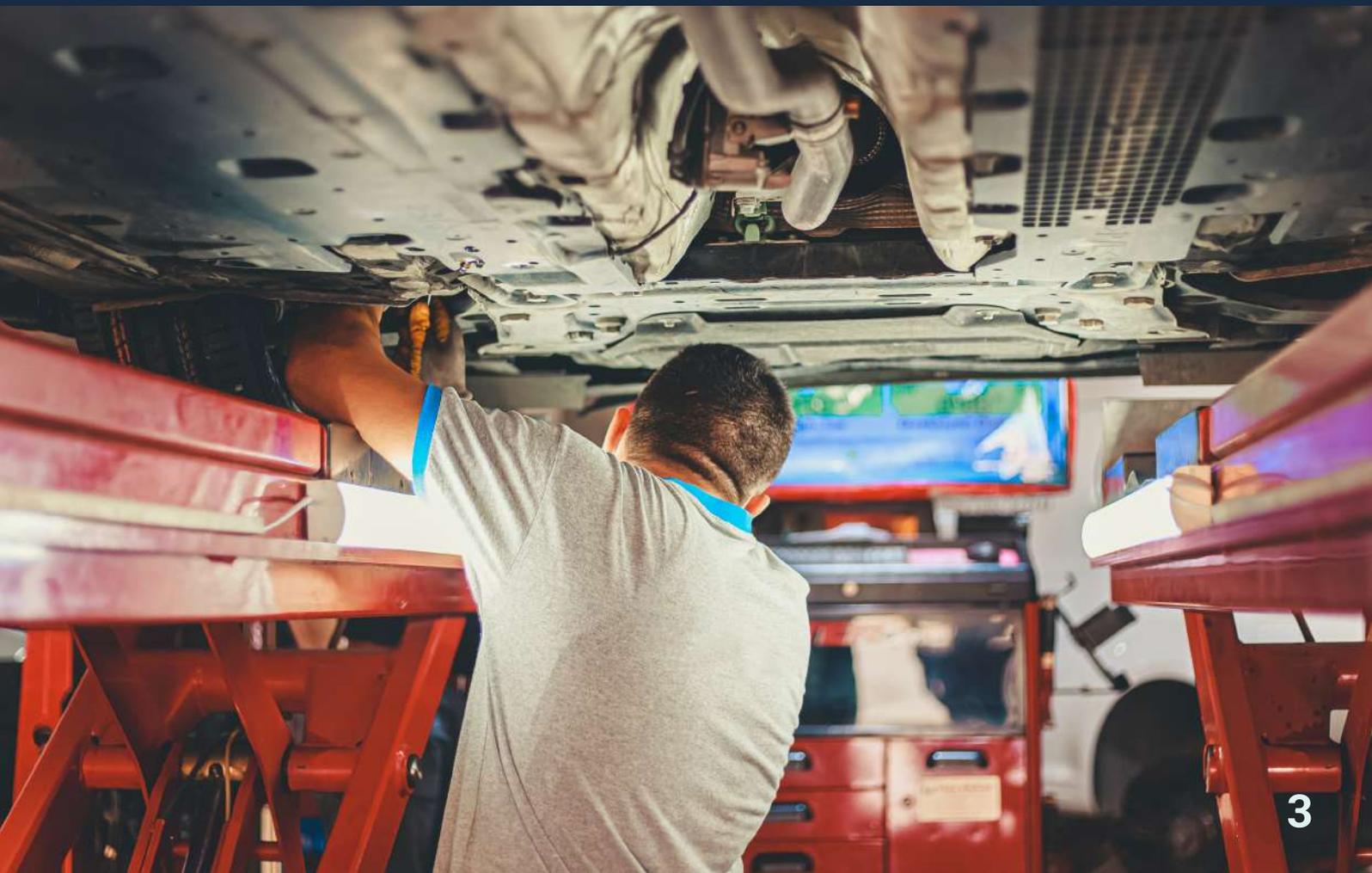
ELD/GPS Usage

Aside from the obvious use case of Location & Driver Tracking, findings revealed the next most common uses of ELD/GPS systems are:

- Reporting
- Route Optimization
- Accident Management
- Organizing Data
- Administration

Reporting (22.7%)

Route Optimization (13.6%)

Accident Management (9.1%)

Fleet Maintenance Software

When asked about current fleet maintenance processes, it became evident that many fleets (28%) still don't have fleet maintenance software. Alternative methods of tracking maintenance can be time consuming, prone to human error, and involve long paper trails. In fact, as stated earlier, survey results showed that operation costs were the biggest pain point for fleets with no fleet management system. Even for a small fleet, who may still be using a more manual process with spreadsheets, there are benefits to be had from using fleet maintenance software, such as:

- Reduced costs (less frequent, costly breakdowns)
- Less downtime (by ensuring faulty parts are replaced before a breakdown)
- Enhanced safety (by ensuring faulty parts are replaced before a breakdown)
- Route optimization
- Data-driven decision making

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Fleet maintenance software like Pitstop leverages AI algorithms and real-time vehicle data to enable fleet operators to see all their vehicle insights in one place, easily filtering out unnecessary data. Many fleet maintenance software can integrate directly into popular telematics devices/GPS providers such as Geotab and Samsara within minutes. For instance, a Pitstop tab can be added into MyGeotab to keep all of your data insights in one place.

On the other hand, 22% of those surveyed, particularly larger companies, resorted to creating their own platform, which enables them to implement customized features. But doing so can also be costly and time-consuming (especially with a limited headcount). Outsourced maintenance software like Pitstop enables more accurate predictions largely due to accomplished data science teams who have developed algorithms that would normally take years to create.

Current Process Likes

For fleet managers who had a maintenance platform, here are the top features they liked:

- User-friendly interface with useful data front and center
- Level of automation
- Degree of control and structure
- Workflow integration with the rest of operations

A good platform is built with these types of attributes in mind. For example, Pitstop's main dashboard allows you to see the data you want as quickly as possible by using widgets similar to many smartphones.

LOOKING AHEAD

The Shift To Predictive Maintenance

Today, many fleets have adopted rigid Preventative Maintenance (PM) schedules in an attempt to prevent unexpected vehicle breakdowns. Although PM schedules do a fairly good job of maintaining fleet health, it's no longer the optimal fleet management strategy with the volume of vehicle data readily available. Predictive Maintenance (PdM) is an emerging, data-driven maintenance method to proactively detect vehicle failures before they occur. PdM insights are quickly becoming a vital tool to optimize fleet operations and prevent on-road breakdowns. By applying AI and machine learning to raw vehicle sensor data, fleet managers receive the right insights upfront, overcoming data overload while significantly decreasing downtime and expenses.

Here are some insights we learned regarding fleet managers' knowledge of PdM:

- When asked to rate their knowledge of PdM on a scale of 1 to 5 (1 = minimal, 5 = expert), 27% of fleet managers gave themselves only a 1 or 2
- The average knowledge was 3.22 out of 5

These findings indicate there is still a level of education needed around what predictive maintenance means and entails but the knowledge will certainly increase as more and more fleets adopt this newest strategy. To learn more about predictive maintenance, Pitstop's resource section is a great place to start.

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Preparing For The Future

Over 60% of fleets did not have a roadmap to improve their operations. It's true that some companies have already made the switch to predictive maintenance or already have highly efficient operations. However, many found their busy schedules left them with minimal time to allocate to spend exploring new solutions or uproot current processes, even if these will save a lot of time and money in the long run.

ABOUT

Pitstop is a fleet maintenance software delivering powerful predictive insights in an affordable, easy-to-use solution. Pitstop uses cutting-edge AI technology to predict and communicate potential failures and vehicle-related data in real-time, helping customers alleviate data overload while drastically reducing downtime and costs. Not to mention making a fleet manager's job easier.

Interested in learning more about how your fleet can predict vehicle failures before they happen? Visit pitstopconnect.com or email us at sales@pitstopconnect.com!