

# The Fleet Manager's Guide to Fleet Management Software



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As a fleet organisation's operational complexity increases, so does the need for streamlined maintenance management procedures. Modern strategies that boost productivity, responsiveness and asset efficiency while simultaneously raising availability, reliability and safety are a must for fleet managers across Europe today.

A comprehensive, yet scalable, fleet maintenance management software solution can help meet these demands, ensuring improved business processes and delivering an important contribution to value enhancement in the process. Optimising asset lifecycles and improving performance and measurable results today, tomorrow and beyond is key to improving return on capital expended.

The ultimate goal of a fleet manager is to prevent downtime and losses, leading to measurable and sustainable gains. In addition to achieving the most effective utilisation of assets, another primary focus is on a balanced cost/benefit ratio.

**In this guide, fleet managers can expect to learn about the top features of powerful fleet software and how they work to improve overall fleet operations, including:**

- Asset management
- Maintenance management
- Inventory management
- Fuel management
- Financial management
- Reporting
- Notifications
- Localisation

**Questions effective fleet management software systems answer:**

- What is the total cost of ownership of our assets?
- Which assets or vehicles need to be replaced?
- Why is equipment out of service?
- How productive is the maintenance workforce?
- What portion of our work is proactive vs. reactive (scheduled vs. unscheduled)?
- How often do we complete repeat work?
- What work qualifies for warranty?
- Are we recovering money from claims submitted?
- Is the inventory investment optimal?



## Top benefits of fleet software

An efficient and integrated fleet management software system can:

- Increase asset availability
  - > Higher equipment availability and higher production rates
- Reduce costs
  - > Warranty claims processing
  - > Asset disposition through replacement analysis
  - > Eliminating unnecessary maintenance procedures based on equipment histories
  - > Processing efficiencies for both the workshop and parts and inventory orders
- Increase accountability, transparency and compliance
  - > Equipment data capture providing performance data for later analysis
  - > Parts and service order requisition for expedited repair and servicing
  - > Planned/predictive maintenance for optimal resource allocation

## Expected cost savings

Fleet management software's ability to provide real management input and analysis allows organisations to realise operational savings **in the hundreds of thousands of pounds per year**. These potential savings result from a wide range of management actions taken in response to conditions identified or highlighted by the fleet system, such as:

- Labour productivity through analysis of technician time expended in the workshop
- Equipment cost reductions through:
  - > Identification of excessive cost and consumption
  - > More effective preventive maintenance
  - > Improved warranty tracking for equipment, major components and parts

- Inventory cost reductions through better stocking and purchasing decisions, including the consideration of the obsolescence of parts
- Improved fleet size and configuration through accurate information on actual equipment usage and demand for availability
- Improved effectiveness of equipment replacement programs based on analysis of cost and performance data

## Powerful fleet management software features

At its core, fleet management software should offer the following features to ensure a powerful solution for modern fleet managers:

### Asset Management

With asset management functionality, fleet and asset managers can:

- Create new asset records
- Manage the assignment of assets to organisation entities and locations
- Track the assignment of assets to drivers
- Track basic procurement details including leased equipment and record disposal details

Within the system, a full history of each asset is maintained, including both detailed transactions and period summaries. History includes previous assignments within the organisation, maintenance and operating costs, downtime, fuel, capital expenses and adjustments, billed expenses and revenues, and utilisation (metre readings). Assets can include associated units and components and building a complex asset from independently tracked assets.

The best fleet systems make extensive use of codes to define assets, their attributes, and how the application processes the asset in the other modules. This simplifies setup and makes it easy for software users to change attributes or process rules at the code level as opposed to updating multiple settings on each individual asset.



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## Maintenance Management

Fleet systems manage all aspects of fleet maintenance operations, including workshop operations and vendor maintenance. The functionality includes:

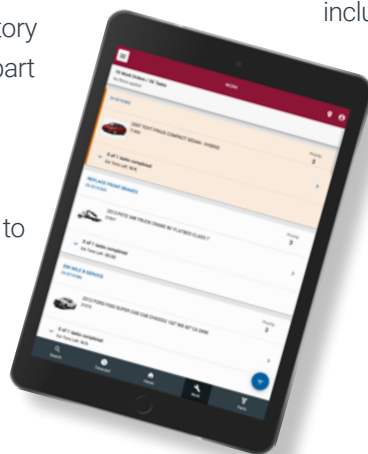
- Nested maintenance and service schedules
- Job standards, including labour times and bill of materials
- Work requests to manage pending services and repairs
- Repair and service campaigns; warranty flagging and repair tracking
- Outside repair management
- Workshop labour capture

Workflows within the maintenance management platform can be structured to support all types of fleet operations, and work order formats can be customised to collect data relevant to the operation, type of repair and workshop. Forecasting tools can generate future preventive maintenance and other scheduled services based on asset utilisation and last service history data. Equipment availability and downtime can be also managed and reported.

## Inventory Management

Inventory management functionality within fleet management software systems can manage any type of inventory operation, from large warehouses to small inventory stores in a garage.

A centralised parts catalog with cross referencing standardises the numbering and description of parts across all workshops, warehouses and storerooms, allowing for efficient communication between different locations. There is full support for stock parts received into and issued from inventory as well as non-stock parts purchased directly from the market and issued straight to a work order. An integrated physical inventory functionality supports full and partial inventory counts with reconciliation of counts and inventory value. Integral to this module is a part journal that tracks all inventory transactions from when the part is added to the system through all issues, transfers and adjustments to fully account for all parts activity.



Other features may include:

- Automatic reordering
- Transfers between inventory locations
- Parts requisitions and approvals
- Purchase orders
- Contracts
- Part warranties
- Part kits and lots
- Core tracking

## Fuel Management

Fuel is the driving force behind all fleet organisations, but it also typically makes up the largest expense for fleets as well. Integrating fuel management into overall fleet management operations is vital to accurate fuel consumption and expense tracking.

When deployed with fuel island controllers, integrated fuel management software can automate fuel transaction collection and manage fuel islands and tanks. It can also integrate with third-party fuel controllers to upload fuel transactions. Additionally, commercial fuel transactions can be integrated, providing a consolidated view of fuel consumption from all sources. Greenhouse gas output can be calculated from the fuel transaction data to support sustainability initiatives.

## Electric vehicle (EV) charging

The fleet industry's electric revolution is here. When fleet managers invest in electric vehicles and charging infrastructure, they should also consider how the vehicles and infrastructure will communicate with their existing fleet management system. Will it integrate seamlessly, or does the data need to be added manually? Data that should be automatically integrated from the vehicles and charging stations should include:

- Date/time of charge session
- Total kilowatts consumed
- Actual charge time vs. plug-in time

## Financial Management

Across a fleet organisation, multiple transaction types are collected. All the transactions collected by the system can be consolidated into a periodic billing statement, linking every transaction to a revenue and expense account.

This can support multiple methods of accounting for fleet costs, including:

- Internal period lease rates, which can include fixed and/or variable components
- Motor pool rates setup based on usage
- Service based rates based on estimated costs, actual costs or marked-up costs

This flexibility can be extended to differing methods or configurations by groups of like units or even down to the individual unit. The billing process generates an output file with costs summarised by account codes that is used by many clients to upload to the organisation's corporate financial system.

## Reporting

One of the most powerful tools within fleet management software for fleet managers is reporting. Reports allow fleet managers or others within a fleet organisation to view specific data and trends on a certain event or area of operation.

Standard reports may include a user interface that allows each report to have a user-defined grouping and sorting of the data, and a set of filters to select the data included

## Conclusion

Fleet managers have an important job, but it can be a challenge to successfully manage each individual goal. With a powerful fleet management software system containing the functionality mentioned in this guide, fleet managers can take control of their fleet operations in order to best serve their community, customers and staff.


in the report. Users can save the report configuration for future use and can schedule reports to run on a reoccurring basis. Reports can support multiple outputs and delivery destinations, including printer, email, file directory or an online report in bin.

## Notifications

There are many stakeholders across a fleet who need to be notified of events on a regular cadence. Fleet systems can generate notifications to application users and stakeholders when specific application updates occur. Software users can select which events generate messages and can customise the message content. Variables are used to incorporate specific information from the event record into the message. When the event triggers, the message is sent to the users in the assigned recipient list.

## Localisation

Every fleet is different, especially across various towns, cities and countries across Europe and North America. One fleet may refer to fuel as petrol, while another says gasoline, for example. Another important example is currency, which may vary between countries as well. Fleet management systems support localisation of the application interface and measures to reflect local languages, terminology and units of measurement. All screen labels and report headers can be translated to local languages for easy understanding across the organisation.



**To learn more about best the fleet management software for modern fleet managers across Europe, please visit: [assetworks.co.uk](https://assetworks.co.uk)**

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