



# Digital Transformation Guide

**TRANSPORT EDITION**





# WHAT IS DIGITAL TRANSFORMATION IN FLEETS?

The digital transformation process is different for businesses across industries. When it comes to transport operations it is focused on replacing manual paper-based processes with automated digital structures for a wide variety of activities, including driver hours and job management, proof of delivery, vehicle inspections and maintenance. By introducing digital processes you're not only eliminating the amount of paper used in your

business, but also creating less labour-intensive processes and empowering your business with real time information.

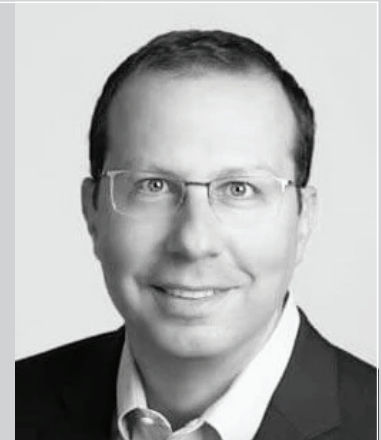
These benefits are driving the growth of the global digital transformation market, which is expected to grow at a compound rate of 23.6%\* every year between 2021 and 2028. Digital transformation is already having an impact on the transportation and logistics industries with heavy adoption of telematics and IOT laying the foundation of data capture and communication. But with 74%\*\* of digital transformation stakeholders believing that the cultural and organisational change will be the most challenging part of implementation, getting the technology right is only part of the solution.



Digital Transformation for us is to provide the capability and the technology that allows you to do more with less. So you can actually move goods much faster in a more efficient way. It is connecting your workflow with data from multiple systems so you can do your job better with the resource you have."

**Alain Samaha**

President, Teletrac Navman



## WHY SHOULD FLEET OPERATORS EMBRACE DIGITAL TRANSFORMATION?

Fleet operations face challenges over visibility, agility and sustainability and the implementation of digital processes can help them tackle each of these and drive tangible business benefits. Through effective digital transformation businesses can:



### Reduce costs

Save money on fuel by implementing GPS vehicle tracking as part of your digital transformation. You'll reduce labour and maintenance costs by improving efficiency and keeping preventative maintenance on schedule. It may even cut your insurance costs by improving safety across your fleet.



### Improve service levels

It is frustrating for consumers to wait around for the arrival of goods or services. By digitising job management you can assign jobs quickly, ensure your team have all required information, track progress and automate customer communication. More importantly, it allows you to create accurate scheduled delivery windows, greatly increasing customer satisfaction.

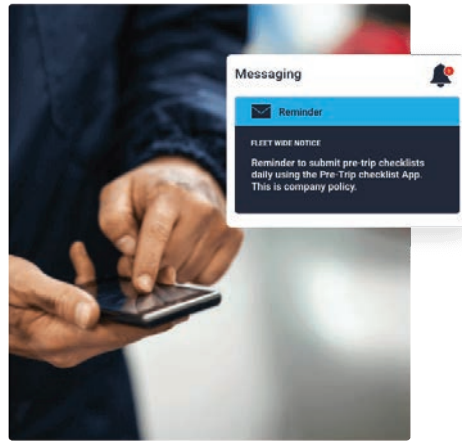


### Increase driver/employee satisfaction

Digital transformation has huge benefits for drivers and other employees, helping them to do their job better and more efficiently. Having the latest technology installed in your organisation helps reduce the administrative burden and enables workers to complete tasks quickly.

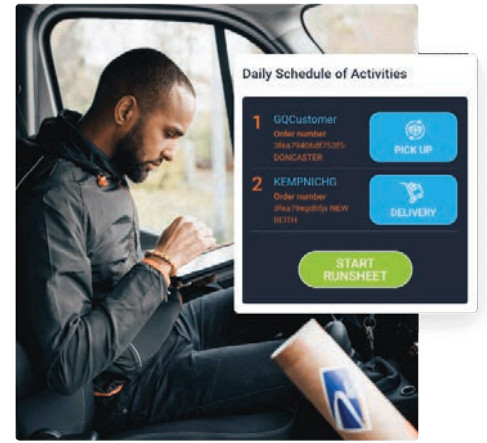
Your fleet's digital transformation can be built on the right technology.

## Here are 5 KEY AREAS software can help you digitally transform.



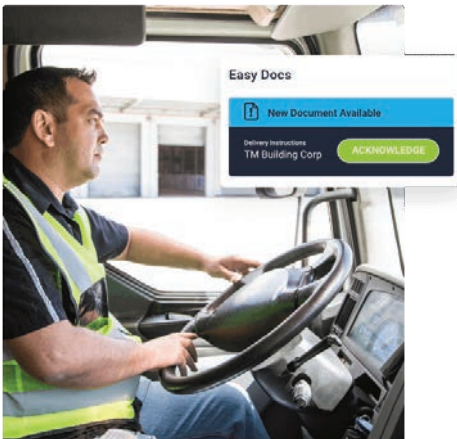
### 1. COMMUNICATION

The ability to communicate with drivers at all times via a dedicated centralised messaging platform, that includes broadcast and 1:1 capability can significantly improve workflow and communication management.



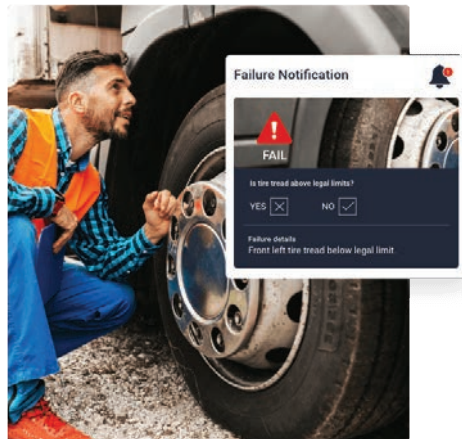
### 2. JOB MANAGEMENT

You can easily assign daily run sheets, manage ad-hoc requests, track job progress, and automate customer communication, keeping them informed and updated on delivery schedules.



### 3. DIGITAL RECORD MANAGEMENT

Centralised document management into a digital library that can be accessed by drivers at all times. This simplifies version control and ensures that records are accessible to all who need it. You can send documents to drivers based on their activities, for example entering a specific customer site.



### 4. MAINTENANCE SCHEDULING

Digitising your inspection and maintenance processes allows you to get instant notifications for vehicle defects and build scheduled maintenance programs based on vehicle odometer readings or engine diagnostic codes. You can stay on top of maintenance milestones and keep your fleet on the road.



### 5. DIGITAL DATA CAPTURE

Using digital forms and checklists simplifies the process of completing documents for your drivers. It helps to encourage them to complete this administrative task and also helps you to maintain accurate records that you can access instantly.



### THE IMPORTANCE OF INTEGRATION

Integrating your systems is an essential component of your fleet's digital transformation. It means that everyone who needs specific information has instant access to it. This saves time, eliminates unnecessary delays, and ensures that vital information is available to the right people within your organisation. Having technologies that can be linked together via an open API or pre-configured integrations will enable you to bring your systems and data together.

### YOUR DIGITAL TRANSFORMATION JOURNEY

The benefits of digital transformation are significant but the logistics of implementing digital change can be difficult without the right help. This is why Teletrac Navman offer a wide range of implementation support to make sure that its customers digital transform is a success.

See for yourself what a difference we can make for your profits, costs, customer satisfaction ratings and the efficiency of your entire organisation. Contact Teletrac Navman today to begin your digital transformation.

\* Grand View Research

\*\* Jabil Digital Transformation Report



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