

VEHICLE TELEMATICS

Our client, a large international conglomerate organisation, has over 100,000 fleet vehicles under management in Australia. In 2014, our client identified an opportunity to provide telematics solutions for customers which required the services of an installation partner to roll out the solution Australia-wide.

Utilising telematics technology, our client's goal was to create an integrated portal which aggregated driver behaviour, vehicle utilisation reporting and fleet running costs.

This initiative would confirm our client's position as the fleet management expert, driving optimised fleet solutions for customers and offering market leading cost management and driver safety innovations.

Our client required the services of a field services delivery partner to manage in-vehicle installation and commissioning services.

REQUIREMENTS

Our client required the following services:

- Australia-wide metro, regional and rural coverage
- Contractor base with qualifications to install ODB-II, 3-wire and CANbus based Telematics hardware
- Ability to schedule installations within 10 business days from the initial booking request
- Ability to comply with site-specific safety obligations
- Perform installation and activation
- Ability to inform our Client and its customers of the outcome of the installation within one business day of installation via email
- Program reporting and governance

THE PROCESS

Skybridge worked with our client to develop a branded client portal that would allow customers to self-schedule installation services across variable locations. The client portal directly interfaced with SIMON to provide real-time interactivity between five stakeholders, being our client, the customer, Skybridge, our network of installation Contractors and the technology provider.

Skybridge prepared a delivery team to manage the installation program and trained a team of Contractors to deliver field services.

THE RESULT

Skybridge delivered the telematics field services program for our client from 2013 until it was successfully closed out in 2016.