

WEBFLEET IS HELPING SUPPORT THE SAFETY AND WELLBEING OF TELENT'S FIELD ENGINEERS

Anmarie Landi, QEHS Director, Telent

VOICE OF THE CUSTOMER

The Company

Telent is a leading technology company delivering mission-critical communication networks and operational systems for the nation's digital infrastructure.

The company has more than 3,000 people working across various industry sectors, including transport, emergency services, higher education and the public sector.

The Challenge

Telent originally leveraged telematics to help deliver field service efficiency and ensure the company met its Working Time Directive requirements.

More recently, the company has looked to the technology to support the mental health and wellbeing of field engineers and to assist the transition to fleet electrification.

The move forms part of a companywide mental health and wellbeing strategy. Line managers already receive training on recognising and addressing staff mental health issues, while employees are provided with dedicated resources to help them take more responsibility for self-care.

The Solution

The introduction of WEBFLEET, Webfleet Solutions' fleet management platform, reduced the time taken to allocate jobs to the right teams by 80 per cent, from 75 to 15 minutes. It also enabled Telent to give customers more accurate ETAs and meet strict SLAs.

WEBFLEET is now used across more than 1,000 vehicles and the system's driver behaviour data has been integral to the company's Driver Safety Programme.

Improving road safety

Telent uses WEBFLEET's integral OptiDrive 360 functionality to identify unsafe driving behaviour, such as harsh braking or speeding.

From service efficiency
to driver wellbeing

Continuous
improvement across a
1,000-strong fleet



VOICE OF THE CUSTOMER

25 per cent annual drop in collisions

Having initially set a minimum OptiDrive score of 5/10, the target was raised to 6.5/10 to encourage continual driver improvement. Engineers now average 8.6/10, showcasing the effectiveness of telematics when combined with driver training and wellbeing support. Line managers receive weekly WEBFLEET reports and engineers who score below 6.5 for three consecutive months are offered guidance to improve driving style. Collisions per million miles have reduced by an average 25 per cent year-on-year and, since 2018, the company has seen a 20 per cent reduction in fault related vehicle incidents.

Controlling driver hours

Fatigue management

For engineers attending emergency situations, long shifts can often be required. WEBFLEET alerts are used to identify any employee approaching the 12-hour door-to-door working time limit. Engineers receive a text message at 10 working hours, prompting them to contact their escalation line manager when safe to do so. A dynamic risk assessment process then identifies next steps, such as a hotel booking or replacement engineer.

Safety monitoring

Security for lone workers

If engineers working alone have not made contact or have deviated from their work schedules, managers can check in remotely to ensure they're safe. If they cannot be contacted, WEBFLEET can be used to locate their vehicles and dispatch support workers.

Locating and communicating in an emergency

In an emergency, Telent can use WEBFLEET to create a geofence around an incident to identify and communicate with any employees at risk.

Going green

Supporting Telent's sustainability strategy

WEBFLEET geofencing is also being used around the London ULEZ zone to calculate the total daily charge for vehicles, and to help define which vehicles should be replaced by electric models.

Driver support

Engineers on board

Engineers recognise the benefits the solution brings them. Automated trip reporting, for example, provides accurate data for HMRC at the touch of a button, eliminating the stress of filling in manual mileage spreadsheets. With the system defaulting to private mode, they also know their privacy is protected outside of working hours.