



# The connected van

What it is, how the latest tech can help you and why you should care.





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“The world is changing fast. Big will not beat small anymore. It will be the fast beating the slow.”

Rupert Murdoch



The technology that's now available to manage vans and their drivers is developing faster than most people realise.

With so many new software options now hitting the market and so much talk of automation, digitisation and connectivity, it can be confusing to work out what you really need.

In this short guide, we aim to cut through the jargon to highlight how the latest 'connected van' technologies can help heal the four most common pain points for small to medium businesses operating vans like yourself.

Read on for top tips on how to stay ahead of your competitors and start working faster, smarter and safer...



# What is a 'connected van'?



**Cameras** give visibility from your vehicles on the road, providing video evidence for insurance claims/disputes and helping improve driver safety.



**Signature capture apps** can be installed onto driver terminals or mobile devices to provide proof of completed jobs and orders. Data typically passes over-the-air via a 'connected' hub and onwards to the office, allowing accurate invoices, including GPS timestamps.



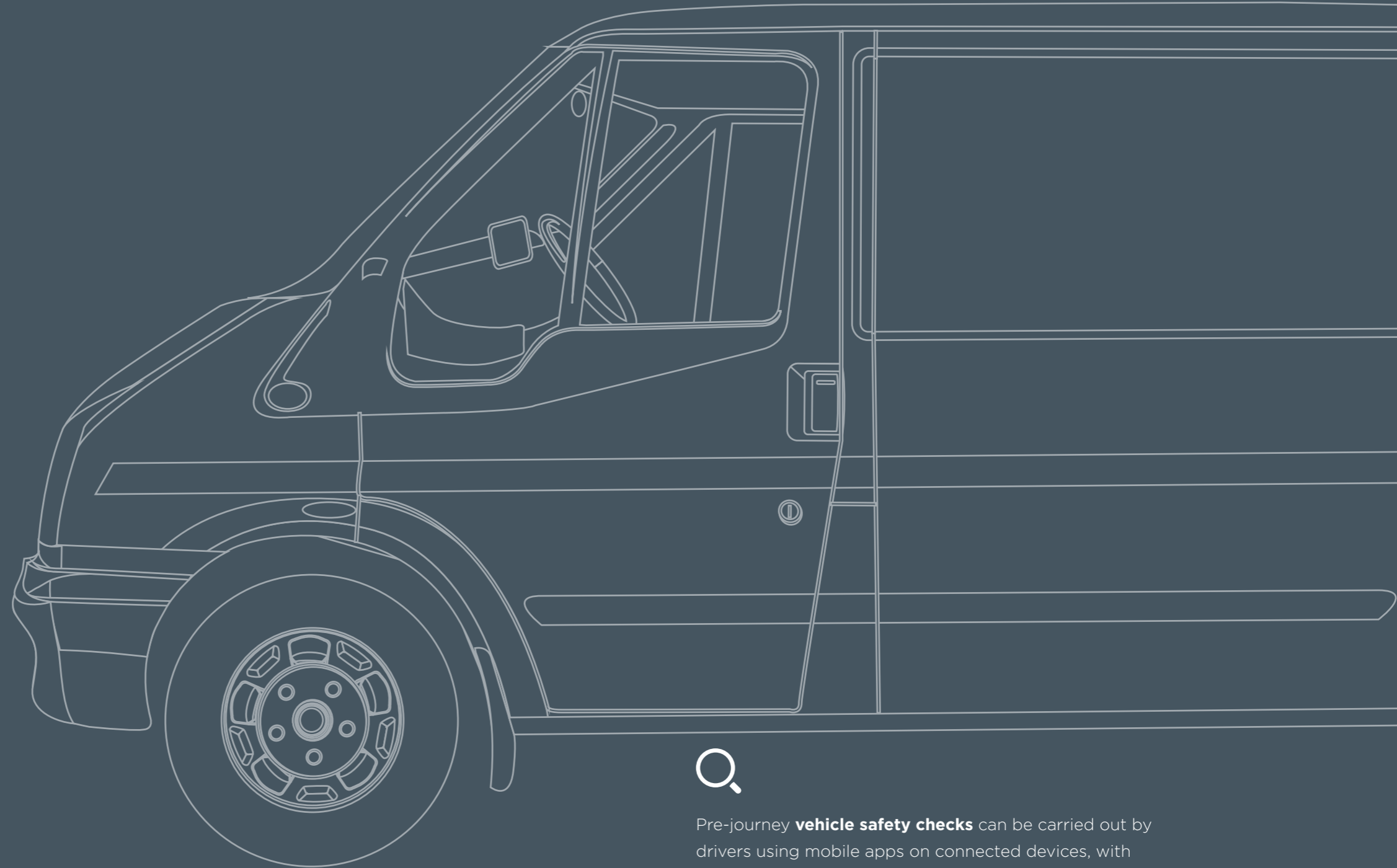
The **hub** communicates with all the devices in the van, pulling everything together and remotely presenting the data in one, easy-to use interface.



Connected **driver terminals** allow companies to assign jobs to drivers dynamically. Drivers receive job details and are automatically navigated to customers' premises, with devices taking into consideration live traffic data.



**Driver behaviour** is monitored with feedback sent to managers, helping them to work in collaboration with drivers to improve safety standards and cut operational costs. Live in-cab feedback educates drivers in real-time of areas to improve.



Pre-journey **vehicle safety checks** can be carried out by drivers using mobile apps on connected devices, with details automatically updated to the back office.



# 1. How do you improve productivity?

In the fast-moving world of running a business, you don't need us to tell you that productivity is king.

The latest connected van technology developments allow companies to improve billable time, rather than wasting precious time and resources on laborious administrative tasks.



## The digital solution

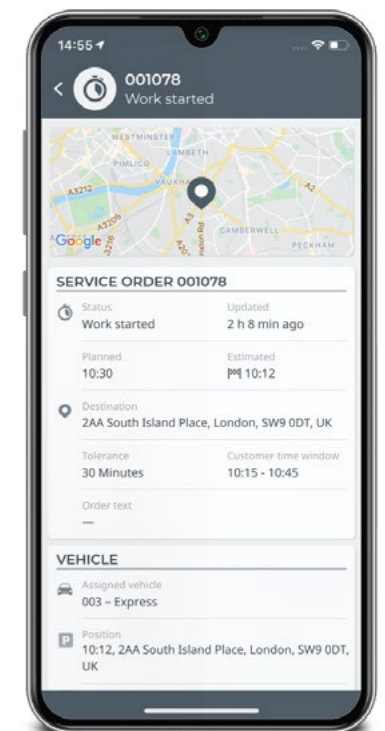
Ditch paper and invoice faster

We may have been talking about the paperless office since the 1980s, but handwritten notes can still form the bedrock of many workflow processes.

Using the same digital interface for data such as workflow management or accounting software - from the van to the back office - can dramatically streamline workflow and increase billable time.

Invoices can be generated automatically on mobile devices, with data passing to the vehicle and then onwards to the office, allowing for accurate invoices, including GPS timestamps, to be created and sent within minutes.

Not only does this reduce administrative burden by eradicating the need for hard copy invoices, it also gives a serious boost to cash flow.



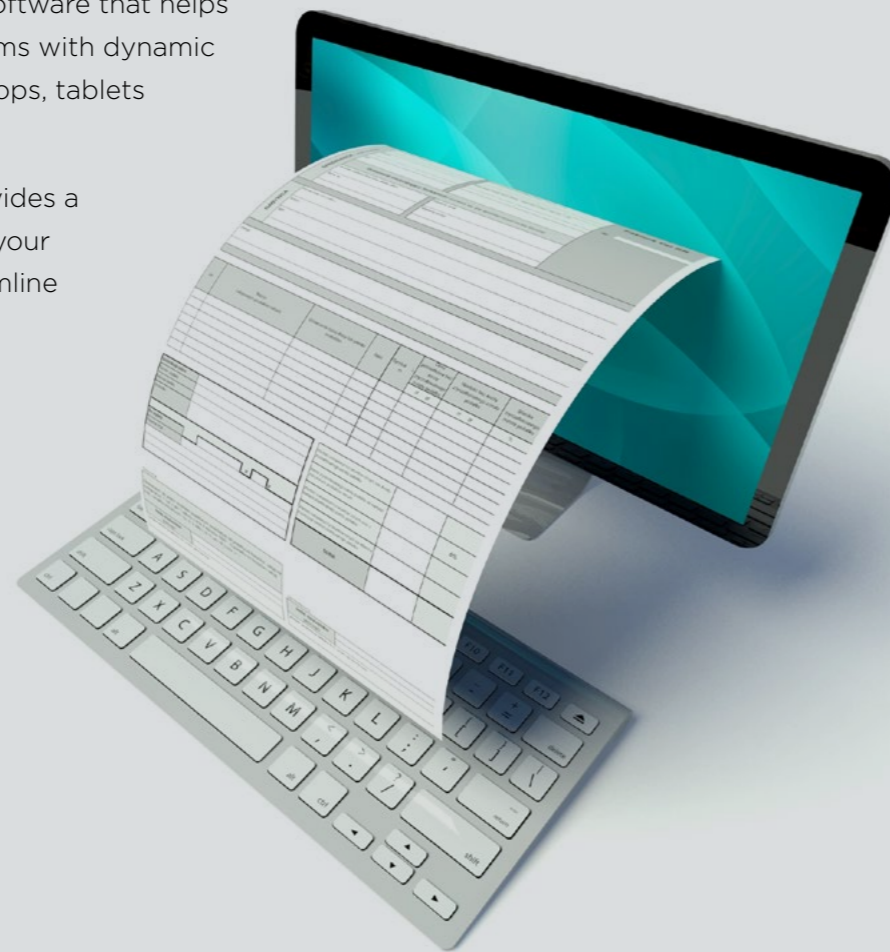


## Streamline your business processes with Formistica's dynamic electronic forms

Formistica is radically simple software that helps you replace wasteful paper forms with dynamic electronic forms on your desktops, tablets and mobiles.

Our cloud-based software provides a fast and efficient way to tame your organisation's forms and streamline your business processes.

Formistica will help you collect data, photos and signatures online or offline, and quickly and easily transfer form data collected into your own systems.



[FIND OUT MORE](#)



## More efficient customer visits

Driver ID technology allows businesses to identify which employee is in which vehicle at any one time and offers detailed insights into how much time they have spent on the road, on-site or with customers.

This data, when combined with order optimisation technology, can help businesses prioritise jobs, allowing for smarter and more reactive planning, reduced mileage, better customer service and higher productivity levels.

**REDUCED MILEAGE  
BETTER CUSTOMER SERVICE  
HIGHER PRODUCTIVITY LEVELS**





## 2. How do you impress increasingly demanding customers?



The tech revolution has sparked greater demand for better customer service, with faster lead times, highly personalised, on-demand communication and accurate ETAs no longer a differentiator but an expected standard.



### The digital solution

Real time 'who, what, where' data updates

With telematics technology, the daily workflow can be automatically loaded onto in-vehicle devices, the sequence of customer visits optimised, and drivers routed directly to their destinations.

At the same time, automatic alerts advising customers of their arrival times can be sent via text or email.

If things change on the day (i.e. increased traffic, a change in the job schedule), orders can be easily and quickly reallocated to minimise disruption to the customer.

### 3. How do you reduce road risk for your employees?



Safety standards among van fleets have improved over recent years, with businesses working with employees to achieve positive change.

When road safety is compromised however, the financial, operational, legal and reputational costs can be severe. With 3,997 goods vehicle drivers killed or injured in 2019, managing road risk must remain a priority.



#### The digital solution

Pinpointing your high risk drivers

Around two-thirds of road casualties are caused by driver error, from failing to signal and overshooting junctions, to sudden braking.

By monitoring driving standards, such as speeding or harsh braking incidents, telematics solutions provide companies with the insights needed to establish driver risk ratings and to target training where it is needed most.

They also empower drivers to adjust their driving style in real time via alerts on their in-cab terminals. These devices can even provide predictive advice, with drivers told when to take their foot off the accelerator on the approach to junctions.

To encourage engagement, an element of fun and healthy competition can be introduced with league tables and rewards for the safest drivers.



#### Camera-based evidence to control insurance costs

Telematics integrations with on-board cameras mean that in the case of more serious incidents, reports can be automatically generated, complete with footage, to help managers make informed assessments of why they occurred.

If the driver was at fault, training may be offered to improve performance. In other cases, the footage can help identify non-fault incidents to minimise insurance pay outs and save on claims handling costs.



# MANTIS™

 **webfleet solutions**  
CERTIFIED PARTNER

## Protect your fleet and workforce with MANTIS vehicle CCTV cameras

MANTIS's specialist vehicle CCTV solutions help companies to mitigate their risk against insurance costs and keep drivers safe on the road.

### Quick and convenient:

- Live view of all cameras accessed directly within WEBFLEET
- Automatically uploads footage of driving events to the cloud for instant review and download
- No manual DVR or SD card re-formatting required

### Accessible 24/7:

- The MANTIS app keeps you connected and gives you access to footage while out of the office

### Reliably fail-safe:

- Automatic alerts users to any loss of video or memory failure

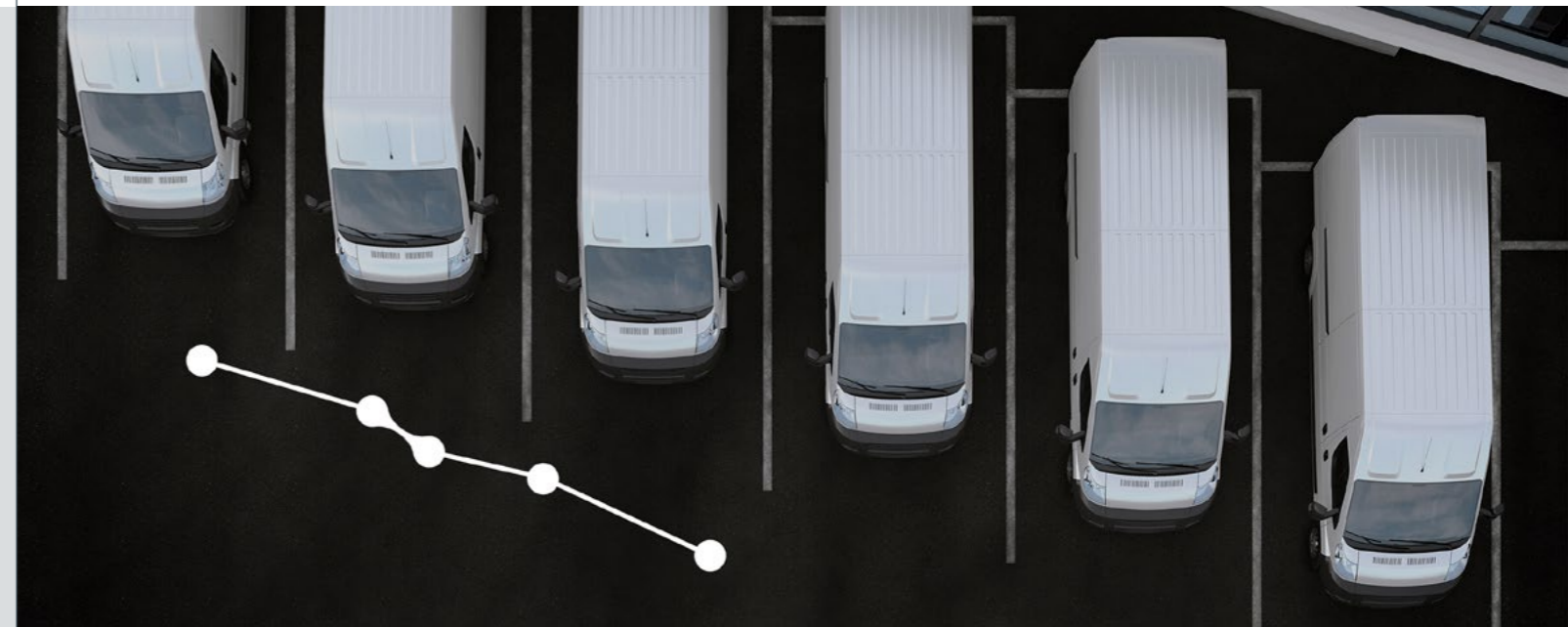
- Highest quality self-healing hard drives to minimise the risk of recording loss
- Remote access to footage via 4G (using the strongest network available to provide the best coverage possible)
- Back-up memory on DVR provides twice the recording capacity in a lower resolution, reducing the chance of something important being overwritten or lost

### Supports driver training:

- Enhance driver training with camera footage linked to telematics data on driving behaviour



[WATCH THE VIDEO](#)



## Working time visibility

Fatigue is widely recognised by road safety experts as a major contributor to road accidents. For van drivers, this can be exacerbated by long-working hours, tight schedules and deadline pressures.

Drivers' hours rules stipulate that no employee should drive for more than 10 hours or undertake 11 hours' duty in any 24-hour period. Commercial drivers must also take rest breaks of at least 45 minutes after four and half hours behind the wheel.

Coupled with digital planning tools, telematics data enables the hours that drivers spend behind the wheel to be monitored, helping managers to enforce regular break policies and keep their drivers safe.

**MONITORED HOURS  
REGULAR BREAK POLICIES  
KEEPING DRIVERS SAFE**







## 4. How do you keep a lid on operating costs?

With the ongoing economic fallout from COVID, the vast majority of businesses are now faced with the inescapable need to economise without compromise.

By putting digital processes and procedures in place, SMEs can be proactive in their approach and take preventative measures to reduce costs.



### The digital solution

Vehicle check tech to keep your vans on the road for longer

Some of the main areas of concern when it comes to fleet efficiency is fuel, maintenance and vehicle downtime.

Integrated telematics technology can help manage all vehicle and driver information in one place, ensuring that MOTs, services, licence checks and vehicle safety inspections are never missed.

Vehicle checks can also be made by employees via an app on their driver terminals at the start of each working day, with the results updated in the back office to ensure maintenance schedules are met.

All of these measures combined ensures that maintenance is kept up-to-date and in check, wear and tear is reduced, and unexpected off-road time is kept to a minimum.



### Fuel and electric

When it comes to fuel, driver performance data can be used to educate individuals about their unique driving style (that may have a detrimental effect on fuel consumption). It can also draw their attention to any unnecessary trips between jobs or idling when on site.

The fuel-saving techniques for a diesel or petrol van can also apply to electric vans, whereby battery levels and performance is monitored.

For those looking to make the switch to electric vans, top level fleet data can be assessed to identify early opportunities to swap to more efficient fuel options, such as hybrid or EV vehicles. Electric vans are becoming a more viable option as they both continually improve to meet the operational demands of many SME businesses and their total cost of ownership (cost to run) reduces.





## Manage all your vehicle and driver information in one place with FleetCheck fleet management software

With FleetCheck you can easily identify and access key information about your fleet, from maintenance to vehicle checks and identify defects and repairs on every vehicle. Never miss an MOT, service, licence check or vehicle safety inspection again.

**FIND OUT MORE**



## Generate savings with the 'connected van'

Turning on a 'connected van' can make running a SME operation easier, but it can also improve your bottom line.

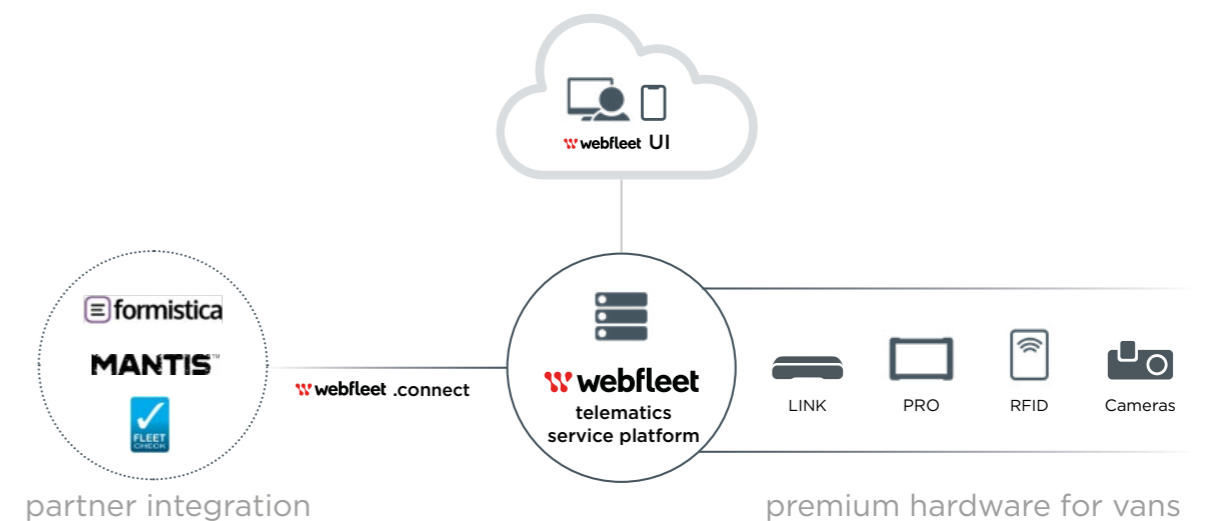
We've put together a savings calculation based upon a typical business running a fleet of 20 vehicles.

Category of saving	'Connected' technology	Estimated savings
Fuel	WEBFLEET	£17,837
Insurance Policy	WEBFLEET	£5,000
Maintenance	WEBFLEET + Fleetcheck	£4,000
Insurance claims	WEBFLEET + Mantis	£7,200
Uninsured losses	WEBFLEET + Mantis	£3,000
<b>Total = £37,037</b>		<b>(saving per annum)</b>

- Assumptions for calculation
1. Average mileage of LCV is 28,000 p.a.
  2. LCV improvement on MPG from 33.6 to 41.8
  3. LCV Insurance estimated at £850 for poor performance and £600 for good performance.
  4. Maintenance of an LCV is £4,000 including tyres p.a.
  5. Insurance claim estimated at being able to prove fault based upon one third party driver with minor whiplash (£2,200), recover costs of own vehicle damage (£4,000) and recovering the insurance excess (£1,000).

## The WEBFLEET 'connected van' ecosystem

Connected by the WEBFLEET telematics service platform, integration with carefully selected partner software and hardware delivers the ultimate technology driven solution for your vans.



# WEBFLEET

the hub of LCV solutions



As one of the world's leading telematics solution providers for businesses running van fleets, WEBFLEET gives you everything you need to reduce operating costs and boost productivity, while enhancing customer service and improving the safety of your drivers.

We were one of the first telematics providers to foresee the importance of connectivity and have invested heavily in developing ways to integrate our hardware and software with other providers to give you the most reliable and easy-to-use van hub solution on the market.

Alongside the core telematics functionality of vehicle tracking and driver behaviour monitoring, WEBFLEET also integrates seamlessly with additional hardware and software solutions, such as cameras, vehicle check and signature capture tools and digital forms. This allows you to run everything from one easy-to-use interface. No glitches, no duplicated effort, no hassle.

The cloud-based software system supports seamless communication with your team in the field and helps streamline workforce management.

The result? Happier customers, more jobs done and increased billable time.

- **Where are my drivers?** Track your fleet's position and usage in real-time.
- **Who should I send to which job?** Dynamic order dispatch and management helps you identify the most suitable driver for each job, based on traffic, order and vehicle status. The sequence of jobs can be optimised and customers provided with accurate ETAs.
- **How can I cut my fleet operating costs?** Control fleet running costs with management tools, including fuel monitoring, mileage reporting, maintenance scheduling and vehicle diagnostics alerts.
- **How can I keep my drivers safer behind the wheel?** Driver behaviour feedback and analysis also helps cut costs, while improving road safety.
- **How do I do keep up-to-date with job statuses?** Stay connected with your team with seamless two-way communication, from your office to your drivers' terminals. Get regular updates on order status and ETAs, so you can react dynamically to unexpected events.





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