

What COVID-19 revealed about digitisation for European van fleets



Webfleet Solutions surveyed 1,050 fleet decision makers across Europe to understand how the COVID-19 pandemic impacted the digitisation of their fleet-related activities.

Our findings cover the period from when COVID-19 first reached Europe until August 2021, which is when the survey was conducted.

DIGITISATION SINCE COVID-19

74%

of fleets adopted more digital solutions since COVID-19



97%

agree that doing so helped their business deal with COVID-19

TOP 3 REASONS FLEETS ADOPTED MORE DIGITAL SOLUTIONS SINCE COVID-19

Increase efficiency

51%



Minimise physical contact

48%



Improve safety standards

41%



TOP 3 SOLUTIONS ADOPTED SINCE COVID-19

Electronic signature

57%



Digital documents

53%



Mobile apps

52%



THE IMPACT OF COVID-19 AND THE VALUE OF DIGITISATION

% OF FLEETS THAT REPORTED INCREASES IN...

% WHO SAY DIGITISATION CAN HELP THEIR FLEET...

Fuel costs

59%

Reduce vehicle costs

68%

Stress levels of drivers

58%

Improve driver wellbeing

74%

Number of customers

57%

Increase customer satisfaction

82%

TOP 3 REASONS FLEETS HAVEN'T ADOPTED MORE DIGITAL SOLUTIONS

26% of fleets surveyed did not adopt more digital solutions since COVID-19.

Here's why:

Cost

30%



Enough digital solutions already used

28%



Lack of time / resources

24%



DIGITISATION: COMPARISON BY FLEET SIZE

% OF FLEETS THAT ADOPTED NEW DIGITAL SOLUTIONS SINCE COVID-19 PER FLEET SIZE

1-10

VEHICLES

59%

11-25

VEHICLES

74%

26-50

VEHICLES

77%

51-100

VEHICLES

83%

101-250

VEHICLES

85%

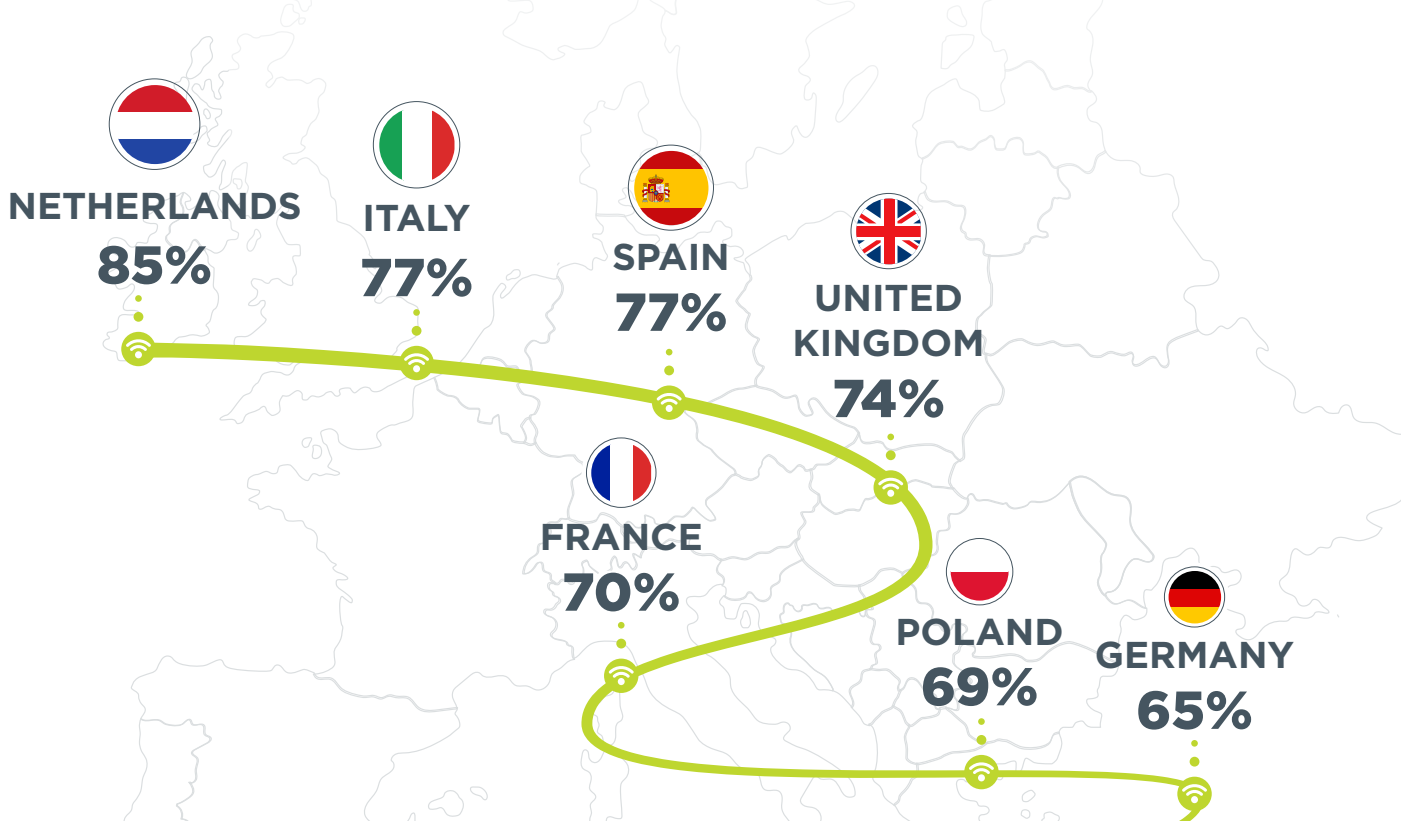
251+

VEHICLES

81%

DIGITISATION: COMPARISON BY COUNTRY

% OF FLEETS THAT ADOPTED NEW DIGITAL SOLUTIONS SINCE COVID-19 PER COUNTRY



Let's drive business. Further.

webfleet.com

RESEARCH METHODOLOGY

The statistics used in this infographic were gathered via an August 2021 survey of 1,050 van fleet decision makers. The industries in which they operate include (but are not limited to) technical services (e.g. installations, repairs, maintenance), delivery, hospitality (e.g. food/catering, events, tourism) and professional sales or consulting.

The survey was conducted in partnership with OnePoll. We received 150 responses from each of the following countries: France, Germany, the United Kingdom, Italy, the Netherlands, Spain and Poland.