TRACK | REPORT | MANAGE

Fleet Complete Wiki
v 11.17

Fleet Complete

Fleet Complete is a cloud-based Fleet, Asset and Mobile Workforce management platform that offers customers with fleets the tools to improve operations, lower fleet running costs and increase fleet productivity.

Fleet Complete is a portfolio of stackable, multi-SIM solutions that help increase customer stickiness with Telstra.

Fleet Tracker
Starting at $36.05
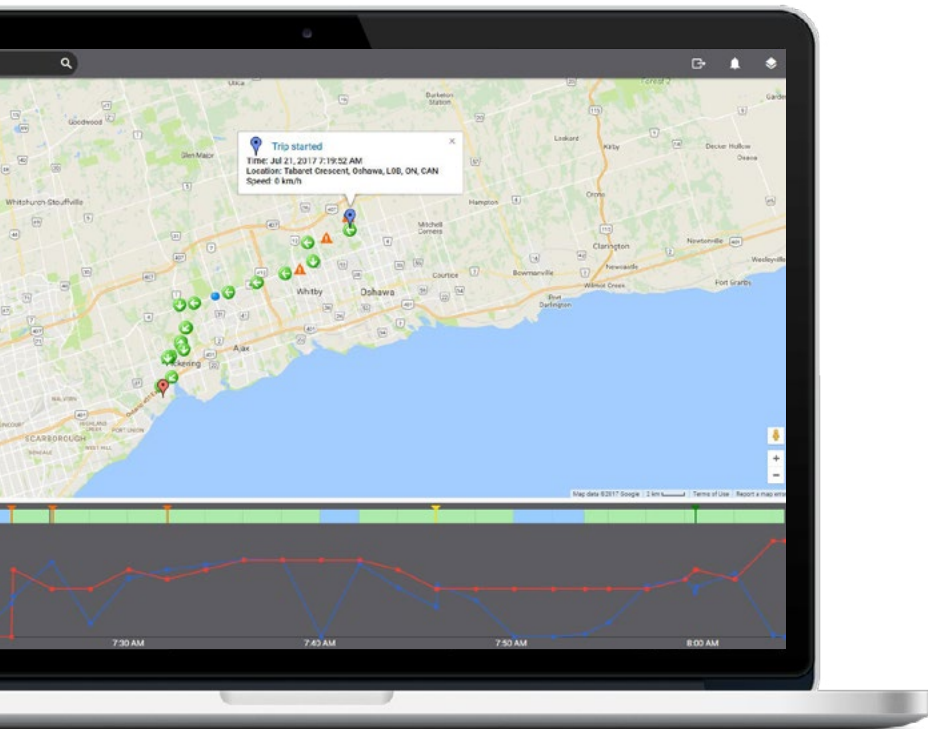Monthly ARPU on a
3 Yr Term

Asset Tracker
Starting at $28.30
Monthly ARPU on a
3 Yr Term

Did you know that an average Fleet Complete deal signs on up to 10 new units per contract?

Value Proposition

Fleet Complete offers greater visibility into the activities of company's mobile workers, vehicles and high-value equipment in the field. With real-time information such as the driver's or vehicle's location, status and availability, fleet managers and business owners can improve fleet's productivity, reduce operating costs, make more efficient scheduling and dispatching decisions, and improve the bottom line.

Fleet Tracker

Asset Tracker

Journey Management

Soteria E-Logbook

30%

reduction of business running costs, such as reduction in fuel consumption, overtime costs, maintenance and purchase of new equipment
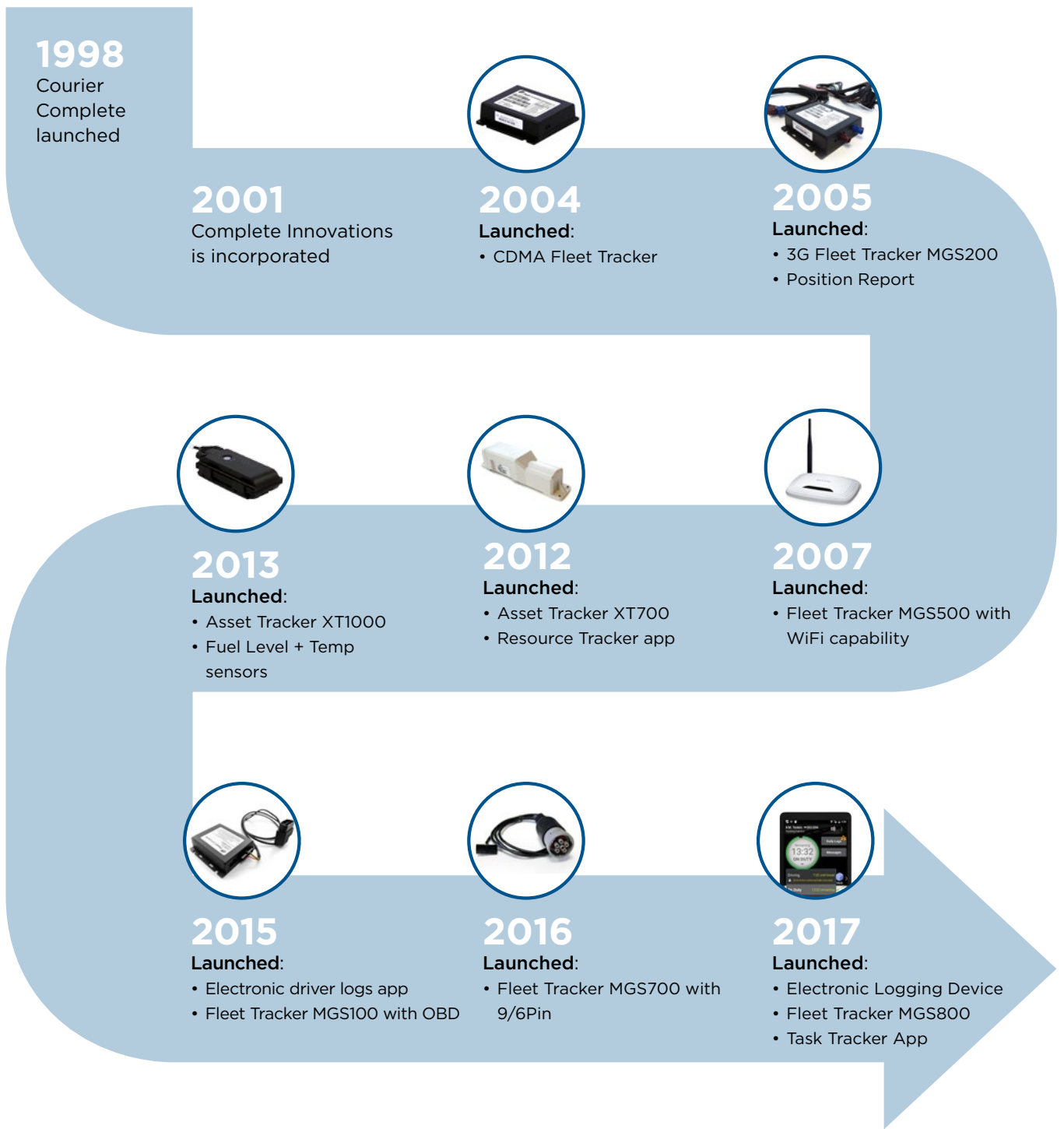
20%

reduction of overall mileage travelled, result of better routing and smarter dispatching decisions

25%

increase in service response times, with better fleet visibility, dispatch management and streamlined order entry system

NOTE: ROI samples are estimates. Each customer's ROI is different based on their unique operations and solution integration.

Fleet Complete Technology Timeline

1998
Courier Complete launched

2001
Complete Innovations is incorporated

2004
Launched:
- CDMA Fleet Tracker

2005
Launched:
- 3G Fleet Tracker MGS200
- Position Report

2013
Launched:
- Asset Tracker XT1000
- Fuel Level + Temp sensors

2012
Launched:
- Asset Tracker XT700
- Resource Tracker app

2007
Launched:
- Fleet Tracker MGS500 with WiFi capability

2015
Launched:
- Electronic driver logs app
- Fleet Tracker MGS100 with OBD

2016
Launched:
- Fleet Tracker MGS700 with 9/6Pin

2017
Launched:
- Electronic Logging Device
- Fleet Tracker MGS800
- Task Tracker App

Common Business Problems

Personal Errands and Side jobs
After-hour use of company vehicles for personal errands increases fuel and maintenance expenses for the company.

High Fuel Costs
Every 10 km/h over 100 km/h decreases fuel economy by 10%.

Speeding fines
Speeding tickets and accidents are resulting in increased fleet running costs and negative brand image for the company.

High Idling
Average truck uses almost 2L of fuel in Light Duty Vehicle / 4L for Heavy Duty Vehicle per hour of idling.

Inaccurate Reports
Lack of insight into fleet performance and productivity creates gaps in reporting actual vs planned project goals.

Timely Maintenance
Poorly running engines can use 10-20% more fuel.

Record Keeping
Paper trail associated with work orders, driver schedules, stops and maintenance schedules is costing in admin and management fees.

Lack of Visibility
Lost, stolen or poorly driven company vehicles are costing in maintenance, replacement, downtime and loss of business.

Loss of Billable Time
Inaccurate on-site arrival / departure times and personal errands during work hours add up to loss of billable time.

Inefficient Work Distribution
Inability to instantly see available drivers is costing in high phone traffic, unfair distribution of work and overtime costs.

Customer Service
Long response times, inability to provide ETAs, inaccuracies in billing due to lack of insight into time of arrival/departure result in poor customer service.

Remote Lone Drivers
Lack of visibility into worker location in remote areas for periods of time keeps managers and dispatchers in the dark about the status of the mobile workforce.

Key Benefits

Prevent Unauthorised Use

Monitoring company vehicle location at all times helps minimise side-work using company equipment.

Save Fuel

Eliminate unnecessary kilometers driven by optimising service routes.

Reduce Speeding

Speeding increases fuel consumption and risk. Eliminate unsafe driving and prolong your fleet's vehicle health.

Reduce Idling

Idling wastes fuel. Monitor idling and reduce excessive idling by your drivers.

Accurate Reports

Automate reporting and get greater insight into the actual vs planned project costs.

Improve Maintenance

Increase your gas mileage. Your vehicles deliver their best mileage when they operate in peak condition.

Get Alerted

Know what's happening as it happens. Fleet Tracker supports a variety of pre-set activity alerts, and archives driver activity for your records.

Watch Your Entire Fleet

Seeing is believing. Monitor driver behaviour and control how they use your fleet.

Decrease Your Labor Costs

Time is money. Get accurate records of driver hours and eliminate manual time-sheets.

Improve Your Productivity

Optimise routing. Dispatchers can recommend the best routes to avoid traffic on the way to the next job.

Enhance Customer Service

Fleet visibility makes servicing customers easier. Know who to send, where they are, and when they will arrive.

Added Level of Safety

Provide your lone remote employees with an added level of safety by being able to monitor their location, status and send for help in emergency.

Fleet Complete Target Markets

Fleet Complete is a highly scalable and versatile GPS Tracking solution that is suitable for multiple verticals with fleets.

Services

- Electrical
- Plumbing
- Technicians
- Property Management
- Landscaping
- Not-for-Profit
- Health Care
- Recycling / Garbage

Remote Services

- Oil & Gas Pipeline
- Mining
- Agriculture

Construction

- Civil Construction
- Commercial Trades
- Plant Equipment Rental

Government/Public Service

- Local Government
- State Government
- Federal Government

Delivery

- Furniture Delivery
- Laundry Delivery
- Food & Beverage
- Pharmaceutical Delivery

Transportation

- Long-haul Transportation
- Logistics & Distribution
- Passenger Transportation
- Courier

Sample Win Stories

Bulk haulage business saves time and money

Specialising in natural resource transportation, this haulage company experienced fast growth and was going through the following pains:

- Inability to have full visibility of assets in the field
- Fair asset utilisation and work distribution
- Poor data reporting and fleet performance overview

Solution:

- 90 Fleet Trackers in company vehicles

Improved safety, efficiency and productivity

Health charitable service company with a fleet of donations transportation trucks was looking to fill the following gaps:

- Lower fleet running expenses and do more with less
- Increase visibility into the location of all company vehicles
- Improve ability to plan distribution routes
- Log reports of arrivals/departures from pick-up locations

Solution:

- Hardwired Fleet Trackers in company vehicles

Sound oversight and increased safety

A drilling and well servicing company provides national service to oil field partners was looking to:

- Improve driver safety
- Update company policies and procedures to capture more business
- Improve field data reporting

Solution:

- Fleet Trackers in company vehicles
- Journey Management

Reduced asset theft

A trailer trading enterpreneur was experiencing the following challenges with operating his fleet:

- Loss of 10% of trailer fleet on annual basis due to theft
- Increased insurance premiums
- High risk of theft at overnight sites

Solution:

- Asset Tracker on all trailers

Customer Testimonials

"Safety is a critical part of all we do. In-vehicle monitoring has helped improve driver behaviour and helps us to further protect our most valuable asset – our people."
- Kim Sammut, General Manager Safety, Health, Environment & Quality, Australia-New Zealand

"We are now able to update our customers on stops made by the driver, schedule routes, arrival and departure times, without having to interrupt the driver on the road. It has also enabled us to provide feedback to customer inquiries on historical trips, like being able to verify, without doubt, exactly which location a particular load has been delivered to, which is very important to large customers with multiple delivery locations."
- Alicia Critchley, Accounts Manager - Garden Grove Haulage

"As a small business we simply cannot afford to have our assets stolen. The AT tracking system has allowed us to have peace of mind and increased security throughout our fleet of trailers."
- Rohan Davies-Moore, Proprietor - West Hire

"You can't manage what you can't track. The technology gives us real time data 24 hours a day, seven days a week so we can manage our drivers and vehicles far more efficiently, safely and cost effectively than would otherwise be possible. Added to that, the back-end support is second to none."
- Sam Ward, Operations Manager - Beaumont Transport

Fleet Tracker

Fleet Trackers are the in-vehicle hardware component of the solution that capture the vehicle data from the field in near real-time as it happens. The software component - Fleet Complete's rules and reports - is specifically designed to interpret the raw data and provide you an accurate picture of your fleet's performance.

ECM Integration and DTC Code alerts

Fleet Complete Fleet Tracker devices are covertly installed in customer vehicles by connecting to the vehicle's power source through OBD-II or hardwired to the vehicle's ignition and power wires.

When connected to the OBD-II, Fleet Trackers are configured to integrate with the vehicle's Engine Control Module (ECM). which logs important vehicle and engine data, such as engine diagnostics, oil temperature, coolant levels, fuel usage and more.

Key Benefits

- Transmits vehicle locations, movements and trip history on the customer-facing app
- Captures vehicle ignition and engine status
- Reports on driver behaviour, such as speeding, idling, harsh braking, rapid acceleration, combined with a crash detection system
- Sends alerts to a specified email upon arrival/departure at a location
- Scales for businesses with small, medium and large fleets

Fleet Tracker Accessories

Product Photo	Description	Application
	Mounted duress button Enable your drivers to send out high-priority alert signals direct to designated team members in a form of a text message, an email or a live pop-up window in Fleet Complete in cases of accidents, dangerous situations or health emergencies. • Increase safety and security of employees working alone on a remote job-site, such as construction, pipeline or a drill site • Select a list of individuals to receive emergency alerts direct to their emails or smartphones	• Remote crew • Field workers • Lone workers • Oil & Gas • Emergency Response Fleets
	Remote duress button RD2 duress system delivers increased safety and journey management for workers who may be away from their vehicle while on a job. The duress button can be activated within 500m of the vehicle and will send an immediate alarm to the dispatcher via Fleet Tracker.	• Remote crews • Field workers • Lone workers • Oil&Gas • Emergency Response Fleets
	Iridium IOX Antenna Rely on the Iridium IOX solution using the satellite network to provide global communication coverage for your fleet.	• Remote workers • Oil & Gas • Construction • Environmental Services
	TempTrac Temperature Monitoring system Monitor and regulate climate control for transportation of temperature-sensitive products. • Transmits temperature status every 4 seconds • Receive alerts for any unnatural spike in temperature • Historic report of temperature throughout the transportation period for quality assurance	• Pharmaceutical and Medical Transportation • Food & Beverage • Livestock transportation

Fleet Tracker Accessories

Product Photo	Description	Application
	Garmin integration Complete your GPS fleet management solution with our Garmin Integration. Help your drivers be more informed and effective in the field with two-way messaging, and always know who is behind the wheel with driver ID Login. • Dispatch directly from Fleet Complete app • Receive dispatch activity status updates as soon as drivers update it • Know who is driving the vehicle with the Driver ID Logn	• Field workers • Services • Technicians • Emergency Response Fleets
	Go Talk GO Talk is an in-vehicle driver coaching tool that provides drivers with spoken warnings of violations or aggressive driving events. • Improves driver safety on the road and helps lower accidents • Helps maintain reputable brand image on the roads . • Helps minimise dangerous habits such as speeding, harsh braking, seatbelt unbuckled, and excessive idling	• Services • Technicians • Delivery • Government
	Driver ID Driver ID is a complete solution for driver identification and safety. By tracking which resource is driving your vehicle; it enables secure ways to keep your vehicles, trailers, and assets protected. Assigning multiple Key Fobs to multiple vehicle operators enables your organisation to increase driver efficiency, plus, make vehicle and asset security easier than ever.	• Remote workers • Oil & Gas • Construction • Environmental Services
	Man Down Pendant Man Down Pendant is a wireless unit that gives off an appropriate emergency alert should the employee become unconscious or injured. The pendant will activate when the unit is horizontal for a specific period of time and detects no movement, as may occur in the case of a head injury or a heart attack. In other instances, it can be used in the event of a bodily harm emergency, when the pendant can be activated manually to send an instant alarm notification to senior personnel.	• Remote workers • Oil & Gas • Construction • Mining

Asset Tracker

Unlike Fleet Trackers that transmit at a frequent rate, Asset Trackers capture and transmit the asset's location in the field at a wider interval on regular basis, unless an unexpected event occurs. With internal battery powered to last approximately 3 years on one charge, Asset Trackers are designed to monitor and report only on exceptions of the rule, such as a regularly stationary equipment is moved off-site outside of work hours.

Reporting Exceptions of The Rule

Asset Trackers are generally installed on non-powered assets that are not known to be moved on a regular basis, like containers, flatbed trailers, cranes, diesel generators, mobiles offices, etc. Some assets sit at job sites or parking lots for prolonged periods of time. Asset Trackers are programmed to report the location of such assets every 24 hours by default, and trigger an alert in the Fleet Complete application if the asset is moved offsite outside working hours or outside a certain area. If the business requires report on location more frequently, the transmission settings can be adjusted.

Key Benefits:

- Reports asset's location on the map in the customer-facing fleet management portal – Fleet Complete
- Sends alerts to a specified email of unauthorised movement or detected movement outside of a specified geographical area
- Scalable for businesses with small, medium and large asset inventories
- Versatile installation options are available
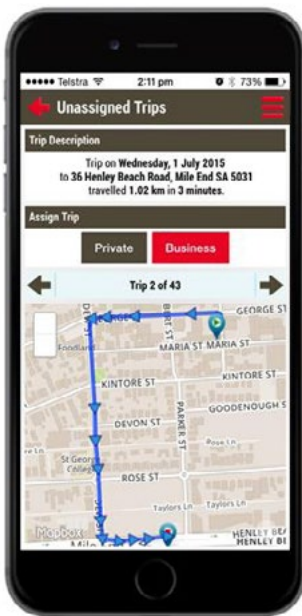
Asset Tracker - Hardware

Feature	Asset Tracker AT4	Asset Tracker AT5	Asset Tracker AT6
Dimensions	L1650 x W825 x H254	L825 x W685 x H254	L225 x W65 x H30
Weight	385 g	102 g	500 g
Operating temperature	-30 to +60° C	-30° to +60° C	-40° to +85° C
Battery	4 AA	4 AAA	4 C
Battery life	< 4 Yrs*	< 3 Yrs*	< 5 Yrs*
Casing	Water and dust proof IP68 rating	Water and dust proof IP68 rating	Water and dust proof IP67 rating
Warranty	1 yr	1 yr	1 yr
Default transmission frequency	Interval or 24-hour operation mode 12 different reporting times		Captures location very 2 min while moving and transmits information every 30 min

 * Based on Transmission Rate Settings set to transmit asset's location once per 24 hour period.
** Up to 2 sensor connections, digital or analog. Sensors can be purchased separately.

Soteria E-Logbook

Soteria E-Log is a mobile app that captures trip information from the vehicle's GPS tracking device and allows the driver to assign business or personal purposes to each trip to streamline taxation reporting.

Designed to meet Australian Tax Office requirements

Together with a Fleet Complete Fleet Tracker installed inside the vehicle, Soteria solution captures and logs important trip information such as start and end time/location, duration of the trip, distance travelled and the routes taken. The driver is able to assign business or personal purpose to each trip or link many trips to a single purpose to automate Fringe Benefits tax claim reporting.

Key Benefits:

- Saves time over manual log booking process
- Simplifies taxation benefits in certain regions
- Tracks multiple drivers of one vehicle
- Ability to export trip reports in PDF or Excel

Journey Management

Journey Management Centre (JMC) is an integrated service solution that provides your customers with a one-stop-shop for fleet management needs. JMC allows companies with fleets to run leaner operations with dedicated operators overseeing and regularly reporting on fleet activity.

Fleet Tracker

Iridium IOX

Journey Management system

Driver Safety Module

Driver Safety Module within Journey Management systems focuses on minimising inherent risk to lone workers by promoting safer driving habits.

Tracking vehicles in remote locations via Iridium satellite network, built-in impact detection technology that captures accidents, driver duress buttons and in-cabin audible alerts in cases of aggressive driving, are all key features designed to prevent accidents and better driving behaviour.

Key Benefits

- Regular reports of specific journey itinerary
- 365 days a year operations offering customised journey management process to match business requirements
- Detection of impact events with real-time emergency notifications
- Improved safety for lone workers with dash-mounted and pendant duress buttons
- In-cabin alerts to drivers in cases of harsh braking, acceleration, cornering or speeding events

Fleet Complete Products & Features

Industry	Fleet Tracker	Asset Tracker	Journey Management	Soteria E-Log	Duress button	Iridium	TempTrac
Delivery Service	✓			✓			
Construction	✓	✓					
Courier	✓			✓			
Oil & Gas / Pipeline	✓	✓	✓		✓	✓	
Healthcare	✓			✓	✓		
Landscaping	✓	✓					
Plant Equipment	✓	✓					
Logistics & Distribution	✓						
Long-haul Transportation	✓	✓	✓		✓	✓	
Local Government	✓	✓					
Mining	✓		✓		✓	✓	
Civil Construction	✓						
Agriculture	✓	✓	✓		✓	✓	
Food & Beverage	✓						✓
Pharmaceutical Delivery	✓			✓			✓
Car Hire	✓						
Sales Fleets	✓			✓			

Fleet Complete Key Feature List

Rules & Alerts

- Harsh braking/cornering
- Idling
- Outside work hours usage
- Racing
- Rapid acceleration
- Total distance traveled
- Super Rule: Trigger of combination of 2 Rules together
- DTC alerts[1]
- Engine status[1]
- Crash detection alert[1]

Reports

- Activity of vehicles
- Congregation of assets
- Idling
- Position
- Speeding

- Work schedule adherence
- Fleet performance
- Maintenance
- PTO usage
- Time card
- Trip report
- Who was there
- DTC codes[1]
- Engine status[1]
- Fuel consumption[1]

Map & Tracking

- Asset Status: Ignition status
- Points of interest
- Branching
- Locate closes assets
- Breadcrumb trail
- Custom layers: LSD, Private roads

Asset Management

- Vehicle information
- Asset type
- Assign work schedules
- Additional sensor data

ECM Integration[1]

- DTC codes
- MIL sensor
- Engine oil level
- Engine temperature
- Fuel tank capacity
- Vehicle's fuel efficiency
- VIN validation

[1] Available with Fleet Trackers where supported through OBD-II connection protocols only.

Customer Engagement Questions

- Do you have a fleet of vehicles? Are they company owned?
- What kind of vehicles does your company have?

Type of vehicles	Suggested Solutions	
	Fleet Tracker	Asset Tracker
Standard Light Duty Cars, Light Duty Pickup Trucks	✓	
Heavy Duty Large Trucks, eg MAC, Peterbuilt	✓	
Construction Cranes, Skid Steers, Bobcats, Forklifts	✓	
Trailers Dry, Flatbed, Refrigerated		✓
Light Duty Vehicles ATV, Golf Carts, etc	✓	
Equipment/Assets Generators, Light Towers, Containers		✓

- What is your current process for measuring and evaluating your fleet performance and productivity?
- How do you monitor driver behaviour and what are some of the ways is it affecting your fleet costs?
- What are some of the ways you track and lower fuel expenditure?
- Do your vehicles travel across the border?
- What would help you manage your fleet and overtime costs better?
- Will you commit to joining a 30-45 minute online demonstration of Fleet Complete in the next week? You could even come into the store and I could get the Fleet Complete expert on a web demonstration.

Let us do the heavy-lifting. Identify an opportunity, schedule a demo with Fleet Complete Regional Sales Manager and get comp-ed when the deal is closed!

Regional Sales Support

Brendon Nazar
Northern Territory/Western Australia
Phone number
Brendon.Nazar@fleetcomplete.com.au

Tracey Goss
Queensland (QLD)
Phone number
Tracey.Goss@fleetcomplete.com.au

Toby Jensen
New South Wales/Australian Capital Territory (ACT)
Phone number
Toby.Jensen@fleetcomplete.com.au

Naveen Velautham
South Australia (SA)
Phone number
Naveen.Velautham@fleetcomplete.com.au

Arthur Koulianos
Tasmania/Victoria
Phone number
Arthur.Koulianos@fleetcomplete.com.au