FLEET MANAGEMENT SOLUTION
Story

The fleet manager wants to monitor the vehicles so that he can run the business simpler. He wanted to track the health of the vehicle, location, tire pressure, fuel efficiency, behaviour of the driver, speed and lot more.

The manager wants to know the real time information to manage the vehicle in transit and the past data to plan the future trips. He wanted to sent most efficient vehicle for a requirement, adapt to the changing route conditions, collaborate with other fleets when vehicle condition is getting bad, track the fuel efficiency, monitor the maintenance etc. The manager wants to make his decisions as per the smart data to save money and time.
George Morgan
Vehicle Fleet Manager

I am strong planner and problem solver who can readily adapt to change, works independently and also able to juggle multiple priorities and meet tight deadlines without compromising quality.

Over 7 years of work experience with comprehensive knowledge on Business Development & Operation
University of Texas, Associate of applied science: Logistics and Supply Chain Management.
Very vibrant team player and keeps track of latest technologies.

RESPONSIBILITIES
- Managed Operations and Maintenance for 240 Delivery Trucks at 14 locations
- Managed Repair and Maintenance for 350 Forklifts.
- Manage Fleet department budgets of 3 million annually
- Developing preventative maintenance program and checking quality assurance programs
- Administering and monitoring the procurement of vehicle parts and accessories

MAIN GOALS
- Conceptualize and implement a comprehensive Driver/Fleet Safety Program
- Monitor fuel costs and identified cost saving measures.
- Evaluate fleet inspection reports and addressed immediate maintenance needs.
- Route recommendations designed to safely improve efficiency.

NEEDS
- I need to find some way to identify the most efficient vehicle.
- I need to know driving behavior of the driver in my branch.
- I need to know the condition of the vehicle before assigning a task.
- I need to track the vehicle and monitor the fleets

PAIN POINTS
- When it comes to asset utilization and monitoring fleets it is hard with the information I have.
- Managing fuel costs is important in business but it often go out of control.
- Ensuring safety of the drivers is difficult.
- Selecting the best vehicle for the task is tough as I don’t have any data to relay on
As Fleet Manager I need a way to monitor the health and performance of a vehicle so that I can make smarter decisions to plan the logistics and save costs and time.
# User Experience Journey

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check emails/Chats Review previous day’s close of business</td>
<td>“What’s going on”</td>
<td>😊</td>
<td>Computer &amp; Mail box Reports Colleagues</td>
</tr>
<tr>
<td>Looking at the deliveries and distributions list</td>
<td>“So these are the deliveries for today”</td>
<td>😊</td>
<td>Delivery Tasks List</td>
</tr>
<tr>
<td>Selecting vehicles</td>
<td>“Oh which vehicle should I pick now”</td>
<td>😊</td>
<td>Vehicle Computer</td>
</tr>
<tr>
<td>Checks vehicle health</td>
<td>“How are we doing”</td>
<td>😊</td>
<td>Phone Chats</td>
</tr>
<tr>
<td>Performs detailed fleet</td>
<td>“Are we on track and fuel efficient”</td>
<td>😊</td>
<td>Websites Maps Phone</td>
</tr>
<tr>
<td>analysis</td>
<td>“Oh is there a breakdown”</td>
<td>😊</td>
<td>Vehicle Garage</td>
</tr>
<tr>
<td>Evaluating current conditions Makes recommendations Pushing vehicles for maintenance.</td>
<td>“Let me connect with another dealer”</td>
<td>😊</td>
<td>Computer Reports</td>
</tr>
<tr>
<td>MINDSET</td>
<td>“Which all vehicles are ready for maintenance” “Should I buy/sell vehicles”</td>
<td>😊</td>
<td></td>
</tr>
<tr>
<td>MINDSET</td>
<td>“Is all good”  “are we on time”</td>
<td>😊</td>
<td></td>
</tr>
<tr>
<td>MINDSET</td>
<td>“Are we cost effective”</td>
<td>😊</td>
<td></td>
</tr>
</tbody>
</table>

**FEELING**

- 😊: Positive
- 😞: Neutral

**TOUCH POINTS**

- Computer & Mail box Reports Colleagues
- Delivery Tasks List
- Vehicle Computer
- Phone Chats
- Websites Maps Phone
- Vehicle Garage
- Computer Reports
Mockup
Mockup

Home Page

Vehicle Details

Build Study Link:
https://standard.build.me/home/projects/7ec86e4bb8cc886e0cd3e3ec/research/participant/6fc1b7a2d4d4bf0cd3e5e9