SmartFleet Manager
Your friendly vehicles fleet maintenance tracker
Story

Summary

Every company that owns a fleet of vehicles, regardless of the service they provide, need to keep an eye on every vehicle’s maintenance to keep their fleet in optimal conditions. ¡Now they can be smart about it!

Storyline

The fleet manager is interested in knowing when a vehicle needs a specific maintenance or work done. Of course, the work to be done depends on the type of vehicle, and can be scheduled using different criteria (number of trips, distance traveled, and vehicle hours of service), and doing the work on time is critical to keep the vehicle in optimal conditions.

Of course, nowadays there are a lot of systems or apps that can provide this kind of tracking, but for the most of them, users need to manually check how many miles or kilometers they have traveled, and manually insert the information to the system to be reminded when maintenance is needed; but what will happen if they forget to do so, or they make a mistake when manually typing the information?

Using IoT and smart sensors within the vehicle, we can eliminate the need of user interaction and the margin of error associated with it. The vehicle can update ‘on its own’ the information to the system, and the users can just relax and wait to be notified when maintenance is needed!!
Persona

CARL
The Fleet Manager

“I like my fleet always shining and ready to work; I don’t have time to waste and I’m always looking for new technology to automate things”

About

• 30, single, 5 years as Fleet Manager
• I need to keep the fleet ready and in optimal conditions. We lose a lot of money if one of the vehicles is not working.
• I work with the Management, Drivers and Maintenance Staff.

Responsibilities

• I am responsible for the maintenance schedule of the fleet of vehicles.
• I spend half of my time talking to the drivers and mechanics, and the other half manually updating the information on the system.

Main Goals

• Preventing our vehicles to fail, planning the maintenance according to vehicle specifications.
• Better management of actual time spent manually updating information about every vehicle.

Needs

• I need the information about our vehicles to be always up to date, practically in an on-line basis.
• I need to anticipate when maintenance will be needed, to plan the staff, resources and space at the garage.

Pain Points

• Can’t ask the drivers to update the information frequently enough, they don’t have the time
• Can’t entirely trust information updated manually.
• I hate when I hear that maintenance was performed after it was needed because of out-of-date information.
Point of View (PoV)

As a Fleet Manager, I need a way to automatically update vehicles information about distance traveled and hours of service, so that I can opportunistically receive alerts about maintenance needs, and plan resources accordingly, keeping my fleet in optimal working conditions.

UX Journey
You can define different kinds of maintenance, according to the type of vehicle.

Adding vehicles to the fleet includes synchronizing the sensor, and assign the “Maintenance Profile” that applies to the new vehicle.
You will receive alerts when a vehicle meets one or more maintenance criteria.

No matter where you are, you can check the status of your entire fleet of vehicles up to date, when you need to.

Remember that the sensors will push information to the system automatically, and with that information always updated, this is what will happen: