HARMONY 2024

Welcome to Harmony

Catherine Lewis
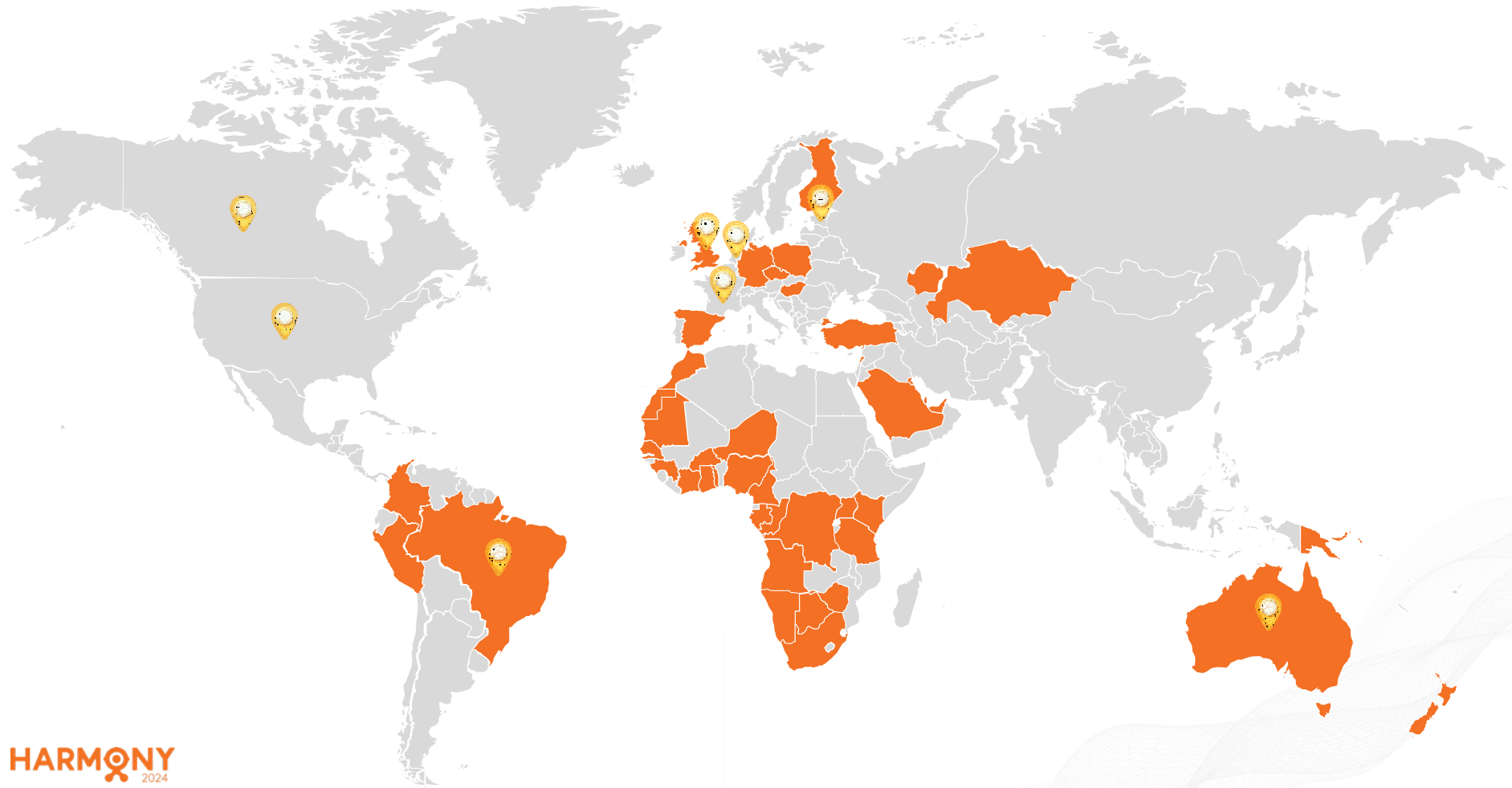Chief Customer Officer

Jennifer Rogers
VP, Global Partner Success

Wow!

Powerfleet **Overview**

Who We Are

- AIoT SaaS provider
- mission-critical insights
- mobile asset & fleet operations

How We Do It

- unique device-agnostic platform
- data from disparate sources
- leverage AI/ML
- unified SaaS platform

Why We Do It

- our customers want a one-stop-shop service
- that utilizes cutting edge technology
- data and device-agnostic
- powered by passionate people

What We Do

- actionable data intelligence
- help companies make sense of their data
- enabling customers to solve challenges in safety, sustainability, compliance, insurance, and operational efficiency

Who We Do It For

- across multiple geographies
- and a broad range of industry verticals

HARMONY 2024

4

We are all part of an **elite top 3** global AIoT player

HARMONY 2024

40,000+ Enviable and diverse base of SMB, enterprise & mid-market customers worldwide

total revenue
$405m

2,500+ tenured and talented team members

total subscribers worldwide
2.6 million

6 continents with physical geographic presence across **120+** countries

Healthy % of recurring revenue, giving us repeated income
75%

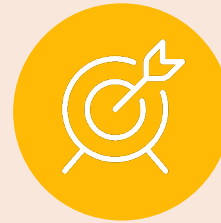Sustainably profitable
$85m profit

Our **Vision and Mission**

Vision

To unify our customers' businesses through providing meaningful and simplified data to help them save lives, time, and money.

Mission

To empower our customers to realise impactful and sustained business improvement by delivering an industry-leading data ecosystem through a people-centric approach to partnership.

HARMONY 2024

Our **Core Values**

It's All About People and Relationships

We build and nurture long-term relationships with each other, our customers, partners and suppliers -all of whom we treat as partners.

Fully Inclusive

We cultivate an environment where differences are embraced and supported, and where people can bring their whole selves to work.

Integrity Matters

We all have a responsibility to be authentic, trustworthy, honest, transparent, and respectful. We will treat others as we expect to be treated.

Togetherness

We win together, celebrate together, and support each other. We do not blame or put individual benefit ahead of our team goals.

Have a Growth Mindset

We are innovative, forward thinking, and bold. We make data-driven decisions, and we learn from our mistakes. We embrace change.

We Deliver

We pride ourselves in delivering superior results and a craved customer experience. We execute effectively and get things done.

HARMONY 2024

New world of **Opportunity**

On Road
Telematics + Video

In Warehouse
Telematics + Video + Pedestrian Proximity Detection

Unity
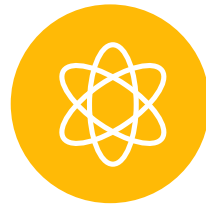Agnostic data ingestion & Unified Operations

HARMONY 2024

Unity Data Highway

Unity completely changes the game, away from traditional telematics, and addresses higher order customer needs, in 3 key ways:

One-Stop-Shop Across All Mobile Asset Types

Providing mission-critical solutions from warehouse to trailer to vehicle, allowing customers to consolidate suppliers and gain end-to-end visibility – all in a single pane of glass

Device Agnosticism

Ingesting data from multiple data sources, harmonizing and transforming the dataset, and delivering simply understood insights through a unified SaaS platform

Unified Operations

Comprehensive ability to improve performance of the asset, the individual in charge of the asset, and the business process, continuously improving our customers' business performance
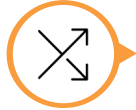
HARMONY
2024

Key Takeaways For Our **Harmonized Team**

Our combination takes us into the top 3 in the world

Key Takeaways

You are part of a powerhouse of a team: **2,500 Powerfleet people & 350+ partners**

A unique cross-sell opportunity is underway "in-warehouse" and "on-road"

Our differentiated AI-led Unity strategy is at the heart of our growth drive

Unity has enabled a frictionless upsell of AI-based applications

We have everything our customers need for all assets, all segments, all geos, mid-market and enterprise

We are a global top 3 player and a credible alternative to the two largest players – we want to be no.1

We have a practical plan for SaaS-led revenue growth and we want you to come on this journey

We have a proven transformation track record, having done this before

We can further consolidate the industry, by living our growth mindset

We have an amazing growth opportunity at the top table in front of us – now we must execute!

HARMONY 2024

Fleet Complete: **An overview**

We are a leading global provider of mission-critical, connected technologies for Fleet, Asset and Mobile Workforce Management Solutions.
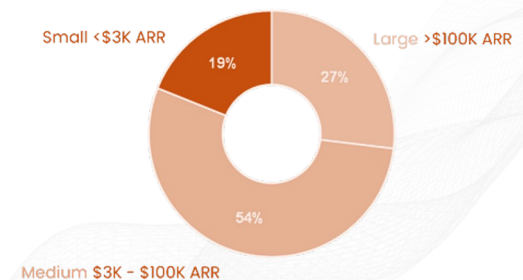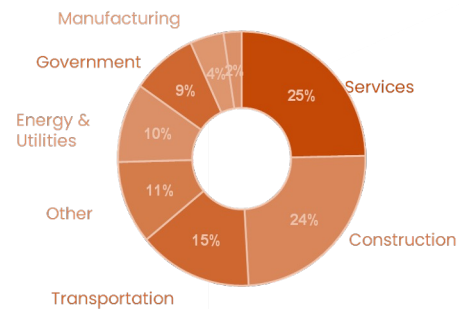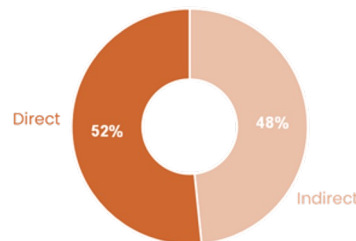
Global reach and expertise:

- Founded in 2000
- Headquartered in Toronto, Canada
- Operating globally in Canada, U.S., Mexico, Australia, and Europe
- 670 employees
- 40k customers with 600k subscribers

World-class products and solutions:

- **FC HUB** is an enterprise-grade platform that is easy to use for the mid-market customer. It brings advanced fleet management and business optimization through a single pane of glass.
- **FC Vision** is our AI-powered video technology, designed for driver safety and real-time training.

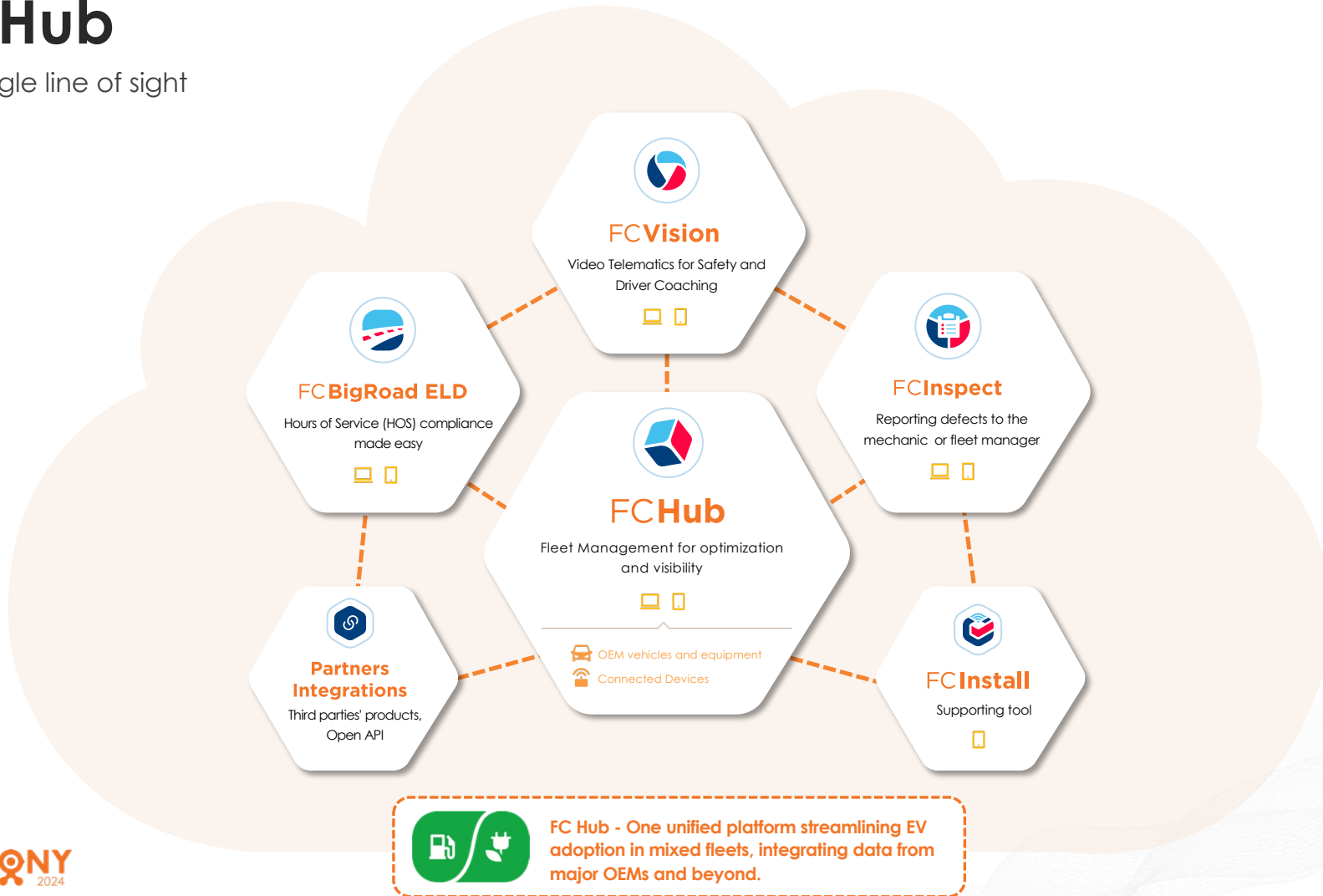## Global customer base:

ARR BY CHANNEL

Direct 52%
Indirect 48%

Manufacturing 4%
2%
Government 9%
Energy & Utilities 10%
Other 11%
Transportation 15%
Construction 24%
Services 25%

Small <$3K ARR 19%
Large >$100K ARR 27%
Medium $3K - $100K ARR 54%

FC **Hub**

Your single line of sight

FCVision
Video Telematics for Safety and Driver Coaching

FCBigRoad ELD
Hours of Service (HOS) compliance made easy

FCInspect
Reporting defects to the mechanic or fleet manager

FCHub
Fleet Management for optimization and visibility

OEM vehicles and equipment
Connected Devices

Partners Integrations
Third parties' products, Open API

FCInstall
Supporting tool

FC Hub - One unified platform streamlining EV adoption in mixed fleets, integrating data from major OEMs and beyond.

HARMONY 2024

13
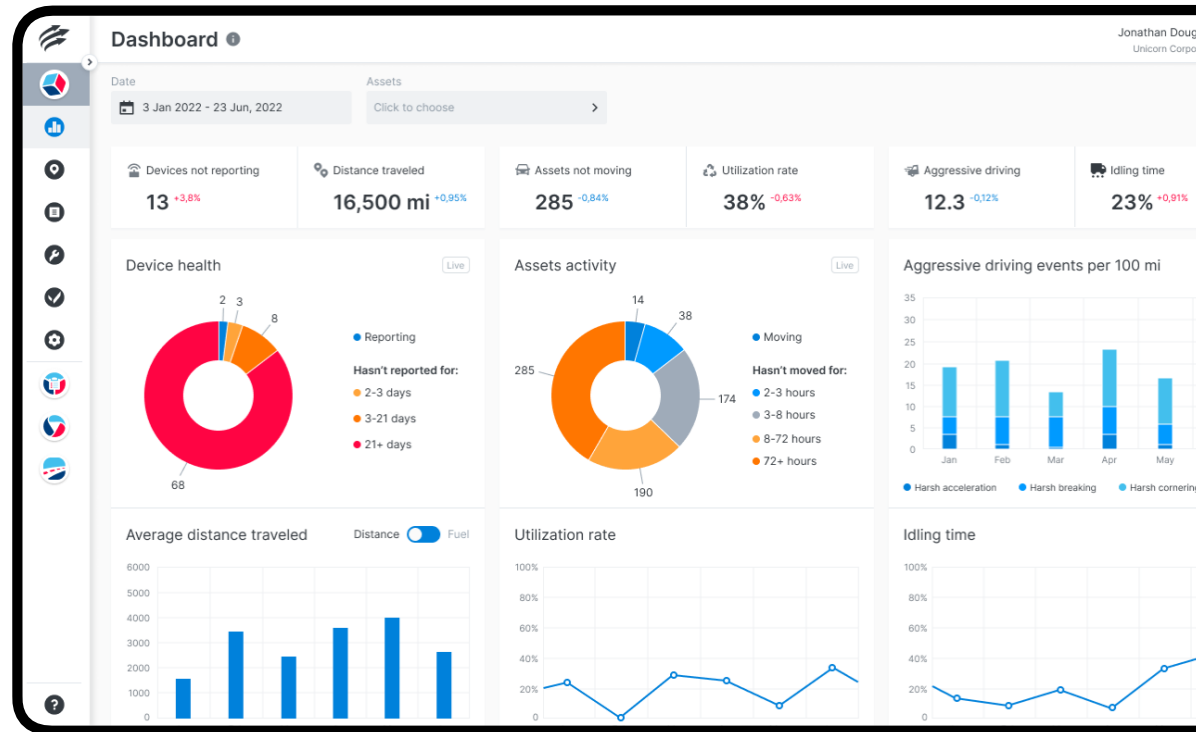
Real-time **fleet insights** at your **fingertips**

FC Hub offers a list of available reports, which you can customize and schedule to receive, based on your needs. FC Hub reports include, but are not limited to:

Activity

Activity details

Daily summary

Distance

Geofence interactions

Period summary

Recorded events

Stops

Trips

Assets

Asset list

Device data log

Engine diagnostics

Last known position

Sensor measurements

Compliance

IFTA distance

Driver behavior & safety

Fleet performance

Idling

Speeding

Manage **HoS** with **driver-friendly** applications

Simplify the logging process and create compliant engine-connected logs with FC BigRoad ELD

- Driver duty status, vehicle drive time, and driver availability are automatically recorded from the engine.

- Prevent HoS violations and report errors.

- Create inspection ready logs and get paper-free digital reports.

- Proactively target and understand the roadside risks that lead to fines during inspections.

- Simple, intuitive and easy-to-use driver app that integrates with FC Hub.

15
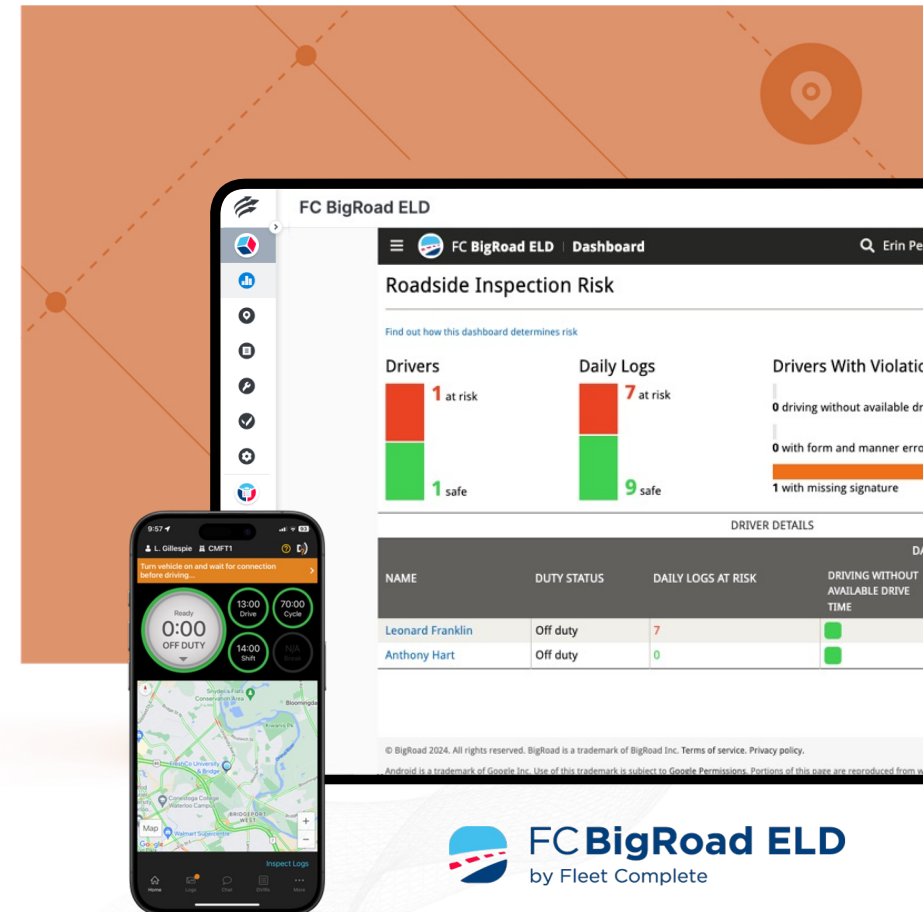
No more paper DVIRs

1 Drivers assign their assets using the 'Assignment' module and then inspect them using the 'Inspect' module.

2 Easily create one pre-trip, post-trip, or in-transit DVIR for all assigned assets.

3 Log minor or major defects based on pre-defined Regulatory or Custom Inspection Schedules.

FC Install mobile app for seamless self-installation & pro-installs

Manage your own device installations, swaps, removals and service checks – without costly installation fees

FC Install
by Fleet Complete

Straightforward setup

Comprehensive **knowledge base**

Real-time reporting

- Effortlessly identify devices using the built-in scanner.
- Verify successful installations through a quick device health assessment.
- Validate VIN information from the ECM or manually update it as required.
- Ensure ECM connection integrity with data reading verification.
- Associate devices with assets and manage relevant details, such as asset names and license plates for enhanced tracking.

HARMONY 2024

16:37   4G 39

New Task

Get Started

Please choose the suitable work flow.

New install
A new device needs to be installed in the customer's asset.

Device swap
An existing device needs to be removed and replaced with a new one.

Device removal
An existing device needs to be removed.

Device check
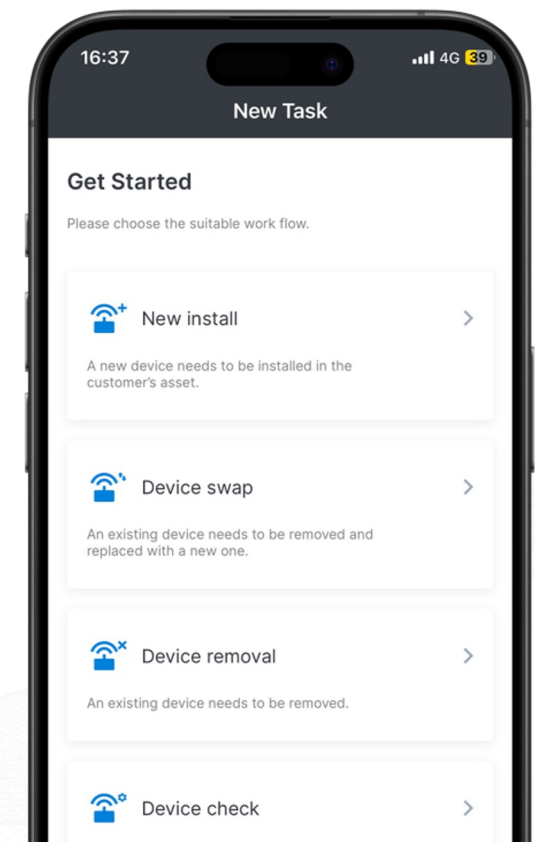
FC **Vision**

AI video telematics for mid-market
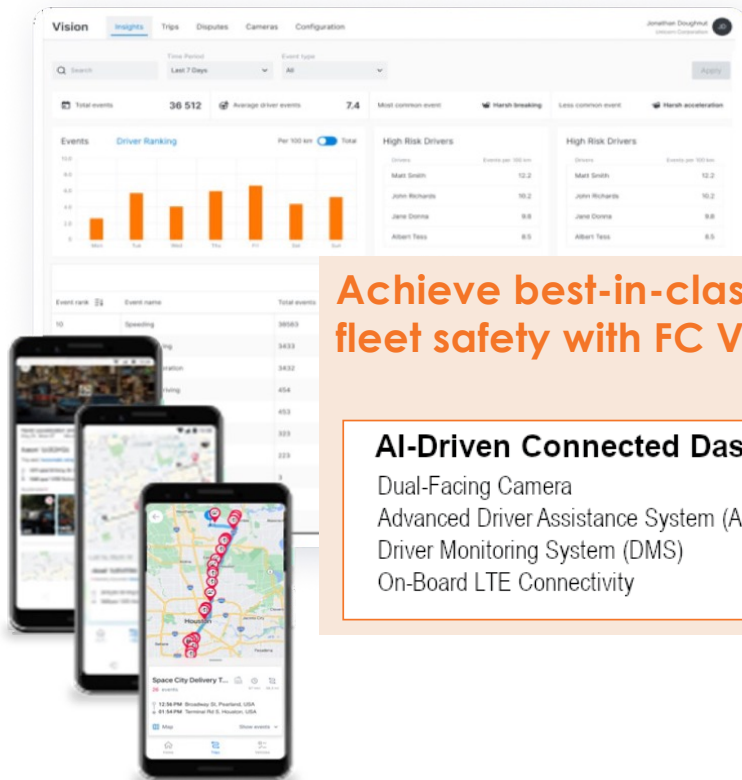
Achieve best-in-class fleet safety with FC Vision

AI-Driven Connected Dashcam

Dual-Facing Camera
Advanced Driver Assistance System (ADAS)
Driver Monitoring System (DMS)
On-Board LTE Connectivity

HARMONY 2024

Enrich and personalize driver coaching with machine learning, automated in-vehicle coaching, and driver scoring.

Use the Driver Monitoring System (DMS) to detect and warn you and your drivers of distracted or fatigued driving.

Prevent collisions and traffic violations with audible, in-vehicle alerts, forward-collision warnings and advanced driver assistance systems (ADAS).

Gamify your safety program to motivate drivers to adhere to safe driving practices.

Use time-lapse video retrieval to protect drivers by helping police and insurance investigators reconstruct incidents and reduce liability, court costs and legal fees.

FC Vision
by Fleet Complete

FC Vision **plug-and-play installation**

With the **FC Install app**
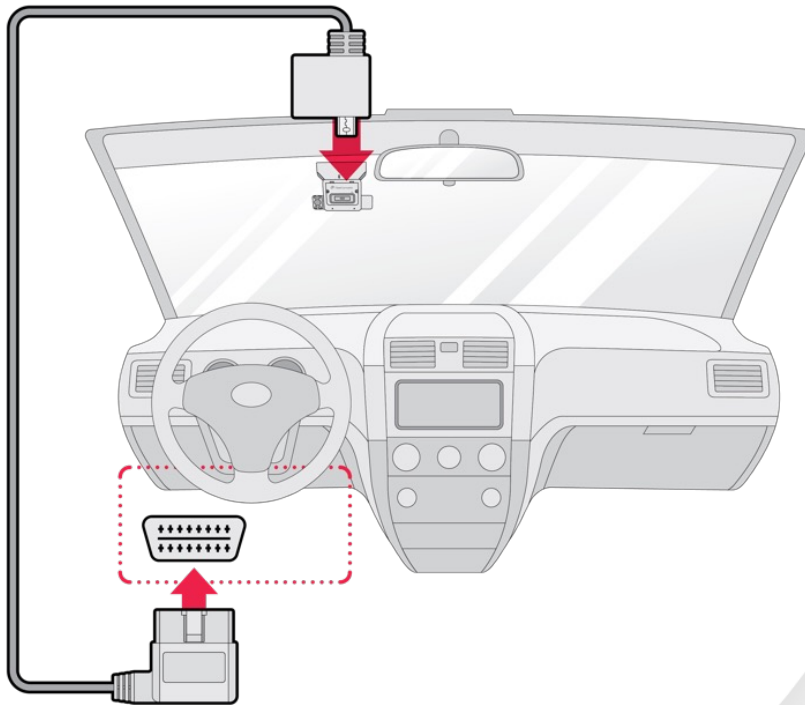
- Device health
- Camera calibration – see what the cameras see
- Troubleshooting tools & tips

HARMONY 2024
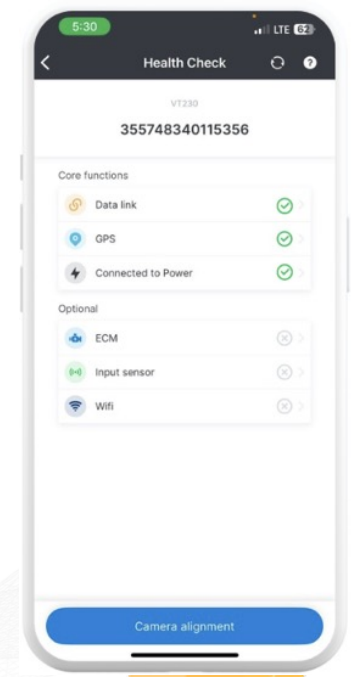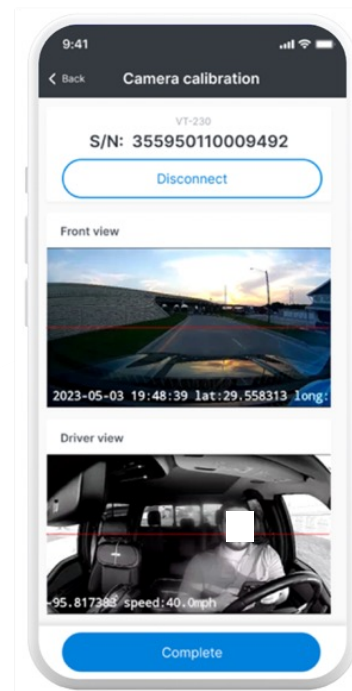
FC Hub **fits** into **Powerfleet's Unity strategy**

SMB meets enterprise

Data & device agnostic

AI-led data harmonization

POWER FLEET UNITY

POWER FLEET

Fleet Complete

Deep Enterprise Experience	High Velocity Mid-Market Experience

Field Service Management	Industrial Solutions	Logistics & Cold Chain Solutions	EV Solutions

AI Camera Solutions	LCV Solutions	Connected Cars	Logistics Trailer Tracking

Safety	Insurance	Sustainability	Compliance & Security	Productivity & Optimization

Hardware Differentiation	Mesh Network Capability	IoT Innovation	Direct channel presence	Indirect channel expertise

HARMONY 2024

Unifying operations with deep integrations

20

HARMONY 2024

Thank You

New **Customer** function

Marketing

Sales

Supply chain

Engineering

SaaS Ops

Finance & admin
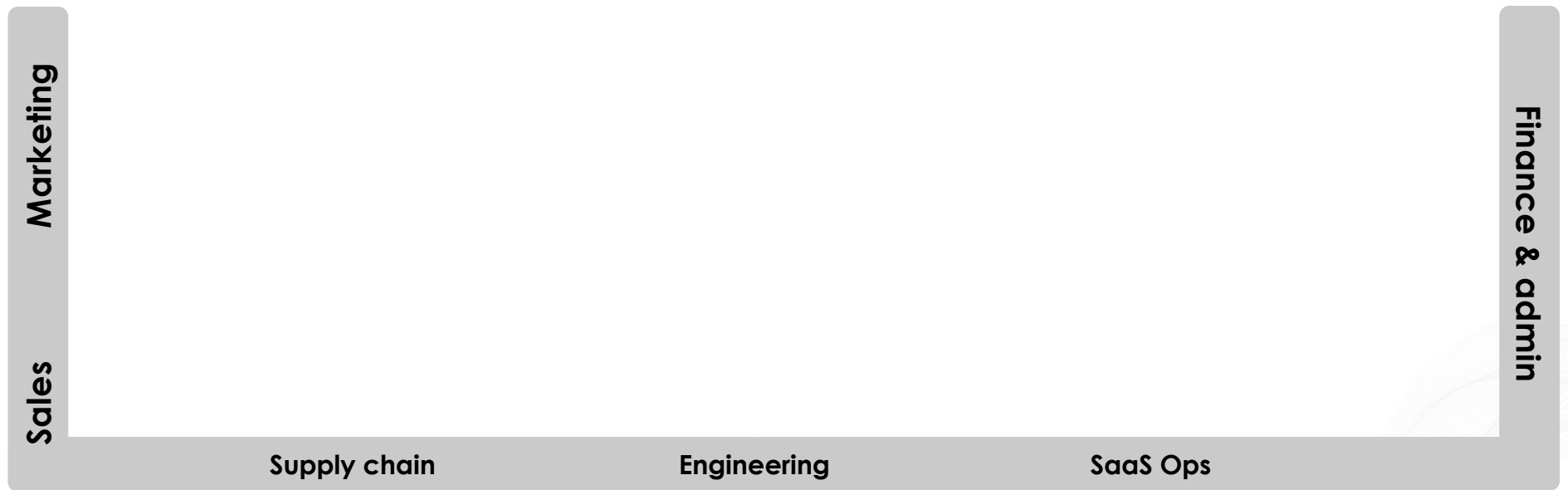
Focus on entire **customer life-cycle**

Marketing

Sales

Customer success

Operations & support

Partner experience

Professional services

Finance & admin

Supply chain   Engineering   SaaS Ops

Holistic approach

Customer experience			

Journey mapping	Measurement	Analytics	Training	Enablement

Marketing / Sales	Customer success	Operations & support	Partner experience	Professional services	Finance & admin

Supply chain	Engineering	SaaS Ops

HARMONY 2024

25

Formula for success

Great customer service
+ value

= satisfied customers

= retention + expansion

Retention is **critical**, and not a **one-off exercise**

Succeeding at each key stage in the journey is critical to retaining and growing our customer base.

Become aware of needs

Discover & learn

Engage, filter & trust

Decide & buy

Onboard & activate

Succeed & delight

Advocate & refer

Evolve & renew
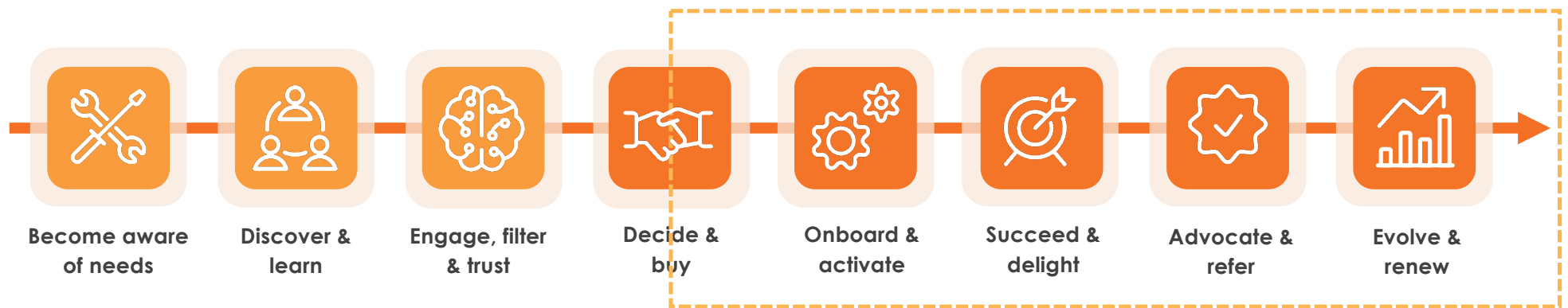
A renewal is the result of **multiple**, **customer-facing** and **internal** teams working together from closing the sale, through onboarding, and continued relationships with the customer to ensure we **deliver our value promise.**

HARMONY 2024

Priority Areas

Drive retention & expansion
Customer retention is a growth strategy. Expansion through our Unity ecosystem will improve customer expansion & stickiness.

Improve capabilities
Investing in a new training platform that will help you and your business continually improve your knowledge & capabilities.

"One Touch" support principle
Leveraging new technologies to drive efficiency & be a better partner.

Improve satisfaction & trust
Annual partner surveys will help Powerfleet identify areas for improvement.

Revitalize engagement
This conference is one of many interactions to engage more frequently and help empower you to grow.

Partner program
A partner program designed around you with the right systems, processes & people to enable growth.

HARMONY 2024

The Partner Plan

Measuring **trust**

8 Key drivers

Intent: All parties in the relationship are clear about expectations.

Ability: We demonstrate industry-leading capability & competency.

Credibility: We do what we say we will do.

Interdependence: We work well together to solve problems and co-create solutions.

Mutual Value: The relationship returns fair and equitable commercial value to all parties.

Repeatability: Mutual value is derived continuously from our relationship, and we are a strategic partner for you.

Communication: We are genuinely engaged with you and deliver on desired outcomes.

Commitment: We show determination at all levels (from the leadership team level down) to make the relationship work.

> " The willingness to be vulnerable to another party and the decision to engage in actions based upon an interpretation of their ability, credibility and the expectations of mutual value exchange over time. **- Dr M Hollyoake**

© MARK HOLLYOAKE 2020

Powerfleet **actions**

Our commitment to you

Local market understanding

Continue to regularly give us feedback. We also want to create more case studies with you to improve internal and external partner knowledge.

Global partner forums

We will continue our quarterly partner forums to keep you informed and allow you the opportunity to ask questions.

Marketing collateral

This is a key area for Powerfleet going forward & we will work with you to understand your needs.

Global partner conferences

Harmony 2024 is the first of many partner conferences that will be held every two years.

Training

We are creating a complete training calendar for all regions. We will cover this topic tomorrow.

Partner resources

We are investing heavily in partner resources.

Partner **experience**

The partner experience at Powerfleet is underpinned by three C's:

01 Communication

02 Collaboration

03 Commitment

HARMONY 2024

Thank You

HARMONY 2024

Unity In Action

Glen Mitchell
SVP Product Management

Data **Highway** & **Ecosystem**

Unity End-to-End Supply Chain AIoT Data Highway

All Asset Types, All Industries, All Geographies, All Stakeholders

Distribution	Automotive	Transportation	Rental Car	Retail	Government	Food & Beverage	CPG & Other

Data Acquisition

- Any Device
- Any Sensor
- Any Data Source

Ingest	Harmonize	Simplify	Consume	Unified Operations

IoT Consolidation

Device & data agnostic ingestion

- Powerfleet Data
- 3rd Party Data
- OEM Data
- Other Data

Harmonization

One-Stop-Shop

Single pane of glass & source of truth, all assets

- Forklifts
- Cars
- LCVs
- Trucks
- Trailers
- Buses

AI & Simplification

Ability to Consume in Different Mediums

Modular AI Apps

AI data-powered modular enterprise apps

- Visibility
- Safety
- Sustainability
- Compliance
- Fuel
- Maintenance

Unifying Customers' Business Performance

Integrations

Unified Operations

People	Assets	Business Process
HRIS	CO2 & ESG	ERP & CRM
Payroll	Maintenance	TMS & WMS
Labor Spend	Fuel Cards	CRM
Training	Compliance	Planning
Hours of Service	Insurance	Inventory

Delivering Monetization Opportunities, Increased Wallet Share & Growing ARPUs

HARMONY 2024

Differentiated & Captures Full Wallet Share

One-stop shop in a single pane of glass for all asset types, agnostic of device and data source, and for all stakeholders and segments

All Asset Types, Agnostic of Data Source

In-Warehouse	Logistics	Connected Vehicles

All Key Market Drivers

Safety	Insurance	Sustainability	Compliance

Products Covering the End-to-End Supply Chain

Material Handling IoT	Vehicle IoT	Compliance and Workflow Management	AI Video	Asset Tracking	Container, Chassis, and Trailer Tracking

AI Data-Powered Applications

Safety and Security	Maintenance & Performance	Visibility and Resource Management	Advanced Fuel Management	Regulatory and Compliance	Sustainability

Platform to Unify Customer Operations

Unity | Agnostic Data Ingestion + ML & AI + Data Enrichment + Business Intelligence + Integrations, Unifying Customer Operations

Comprehensive Segment Coverage

Distribution	Automotive	Transportation	Rental Car	Retail	Government	Food and Beverage	CPG & Other

Value for All Stakeholders: Operational & C-Suite

Safety	Regulations	Maintenance	Fuel & Energy	Electrification	Security	Visibility	Utilization	Productivity
Digital Transformation	Data Integration	Risk & Liability	Operational Efficiency	Cost Savings	Supplier Collaboration	ESG	Brand Reputation	Capital Expenditure

Ingest Data from Any IoT Source

Data is seamlessly gathered from diverse sources—on-road, off-road, in-warehouse, and third-party systems.

Harmonize into a Single Platform

Ingested data is unified into one platform, creating a consistent and actionable data set.

Fuel the Entire Unity Ecosystem

Harmonized data powers the full range of Unity applications, driving operational improvements across Safety, Compliance, Operations, and Sustainability.

Deliver Enhanced Operations

Unified data fuels AI-driven applications, enabling businesses to optimize operations and enhance performance.

Unity **Core**

Safety

Compliance

Operations

Sustainability
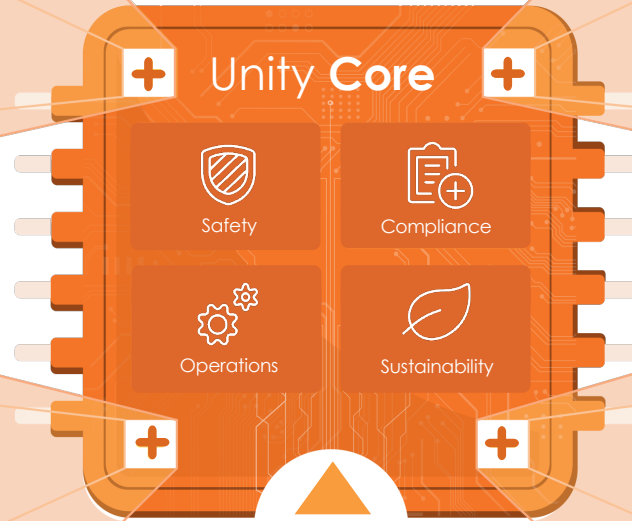
AIoT Data Highway

OEMs

3rd Party Devices

Powerfleet Devices

TSPs

HARMONY 2024

37

Welcome to unity

Unify your operations, unleash your potential.

Sign in to Unity

Email address

Password

Reset your password

Login

Unity – **Data Science Activities**
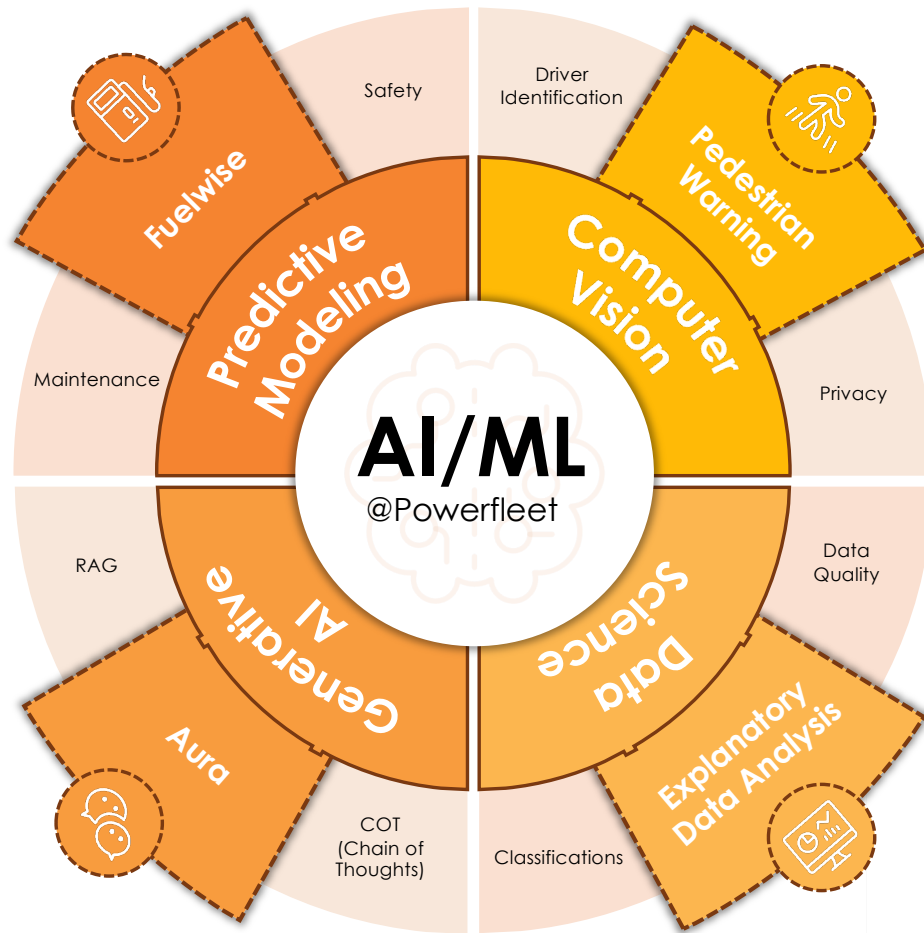
AI/ML Team

- Explanatory data analysis
- Data Quality
- Classifications / Regressions
- Decision Trees
- Custom Scoring

AI/ML
@Powerfleet

Predictive Modeling
- Fuelwise
- Safety
- Maintenance

Computer Vision
- Pedestrian Warning
- Driver Identification
- Privacy

Generative AI
- Aura
- RAG
- COT (Chain of Thoughts)

Data Science
- Explanatory Data Analysis
- Data Quality
- Classifications

Data-Powered
SaaS Applications

Data-Powered Enterprise SaaS Applications

Safety

Enhance driver safety with real-time data for better decision-making and risk reduction.

Operations

Optimize asset visibility, utilization and availability.

Compliance

Simplify compliance with automated workflows for timely, safe operations.

Sustainability

Empower your EV transition with Unity. Get data-driven insights for optimized fleet management.

HARMONY
2024

41

The Value We Deliver to Key Market Drivers: Safety

Powered by AI Video

HOLCIM   Linde   Iberdrola

Safety Problems We Address	Speed	Unsafe Driving Behaviors	Seat Belt Detection	Fatigue	Distraction	Lane Departure Warning	Pre-Emptive Collision Warning	Pedestrian Proximity Detection	Coaching
Why it's a Problem	**30**% of driving fatalities are caused by speed	**21**% of collisions involve harsh driving	**14**% of long-haul drivers don't wear a seat belt	**40**% of mobile asset incidents involve fatigue	**22**% of collisions are caused by distraction	**11**% prevention rate of collisions thanks to tech	**23**% prevention rate of rear-end collisions thanks to tech	**20**% of in-warehouse incidents involve pedestrians	**27**% of collisions due to inadequate coaching
Transformed by Data-Powered SaaS Solution	↓	↓	↓	↓	↓	↓	↓	↓	↓
Customer Results	**97**% reduction in speeding **Linde**	**85**% decrease in harsh braking **Wincanton**	**100**% Use of seat belts within the fleet **Anon**	**95**% drowsy driving preventive alerts **Anon**	**99**% distraction preventive alerts **Anon**	**100**% tech-enabled interventions **Anon**	**100**% tech-enabled interventions **Anon**	**55**% fall in pedestrian incidents **Anon**	**99**% Improvement in driver scores **Fonterra**

HARMONY 2024

42

English

Log in to access this vehicle

Use card or enter access ID

LOGIN WITH PIN

POWER**&**FLEET®

Vision AI

Auto refresh

	Please enter the fleet name

▼ FTCloud	(269/966)	
▶ MiX Internal	(2/20)	
▶ Customer POC	(267/946)	

License plate number	Driver name	Real-time risk	Operation
CF257760	-		
FCK982L	-		
V2_U2321	-		
CF258391	-		
CA178345	-		
KGV445EC	-		
LC44BDGP	-		
U2106	-		
U2250	-		
CA612255	-		
ICG250GP	-		
HS49XNGP	-		
FJW058L	-		
LG09MZGP	-		
CF250921	-		
JN79VTGP	-		

Unified
Operations

HARMONY 2024
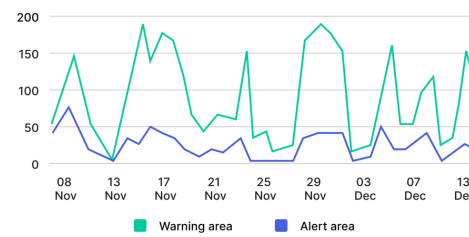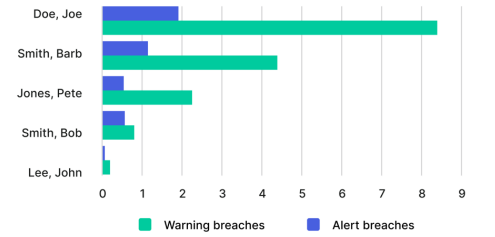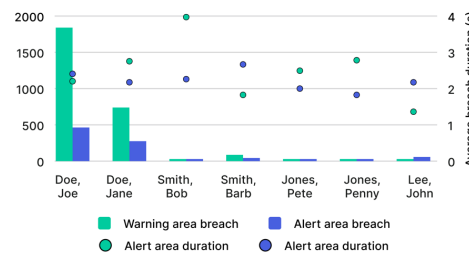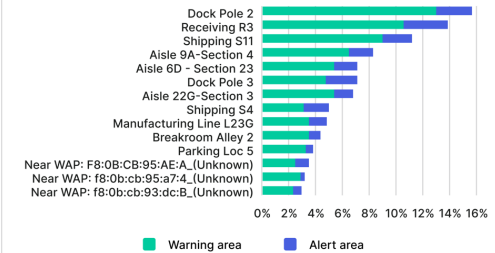
Unified Business **Operations** & **Services**

Unity ecosystem integration with outside data sources optimize mobile assets, individuals operating the assets, and business processes

Improve

Plan

Mobile Assets
(Vehicle)

- Vehicle Maintenance
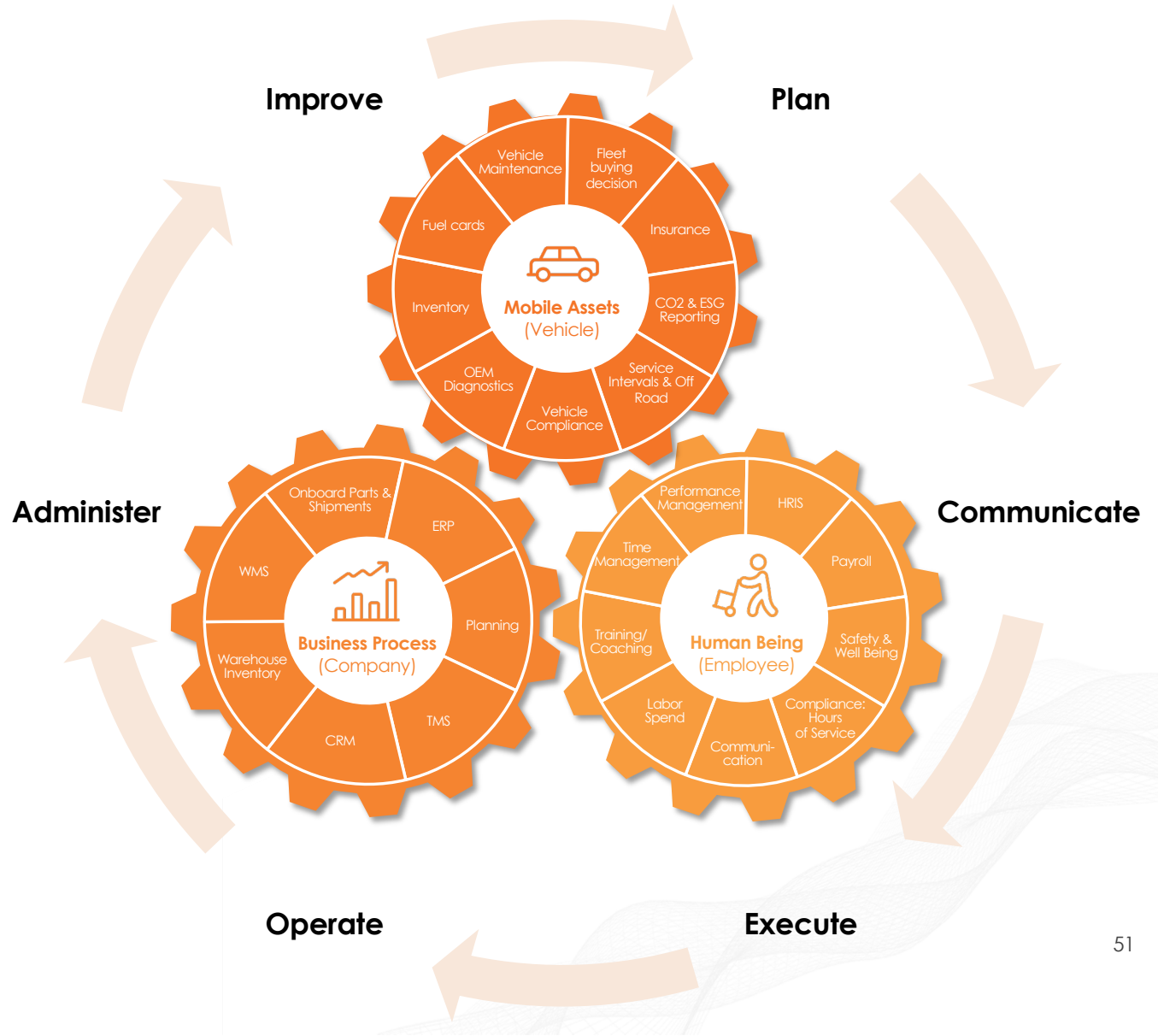- Fleet buying decision
- Fuel cards
- Insurance
- Inventory
- CO2 & ESG Reporting
- OEM Diagnostics
- Service Intervals & Off Road
- Vehicle Compliance

Administer

Communicate

Business Process
(Company)

- Onboard Parts & Shipments
- ERP
- WMS
- Planning
- Warehouse Inventory
- CRM
- TMS

Human Being
(Employee)

- Performance Management
- HRIS
- Time Management
- Payroll
- Training/ Coaching
- Safety & Well Being
- Labor Spend
- Compliance: Hours of Service
- Communi- cation
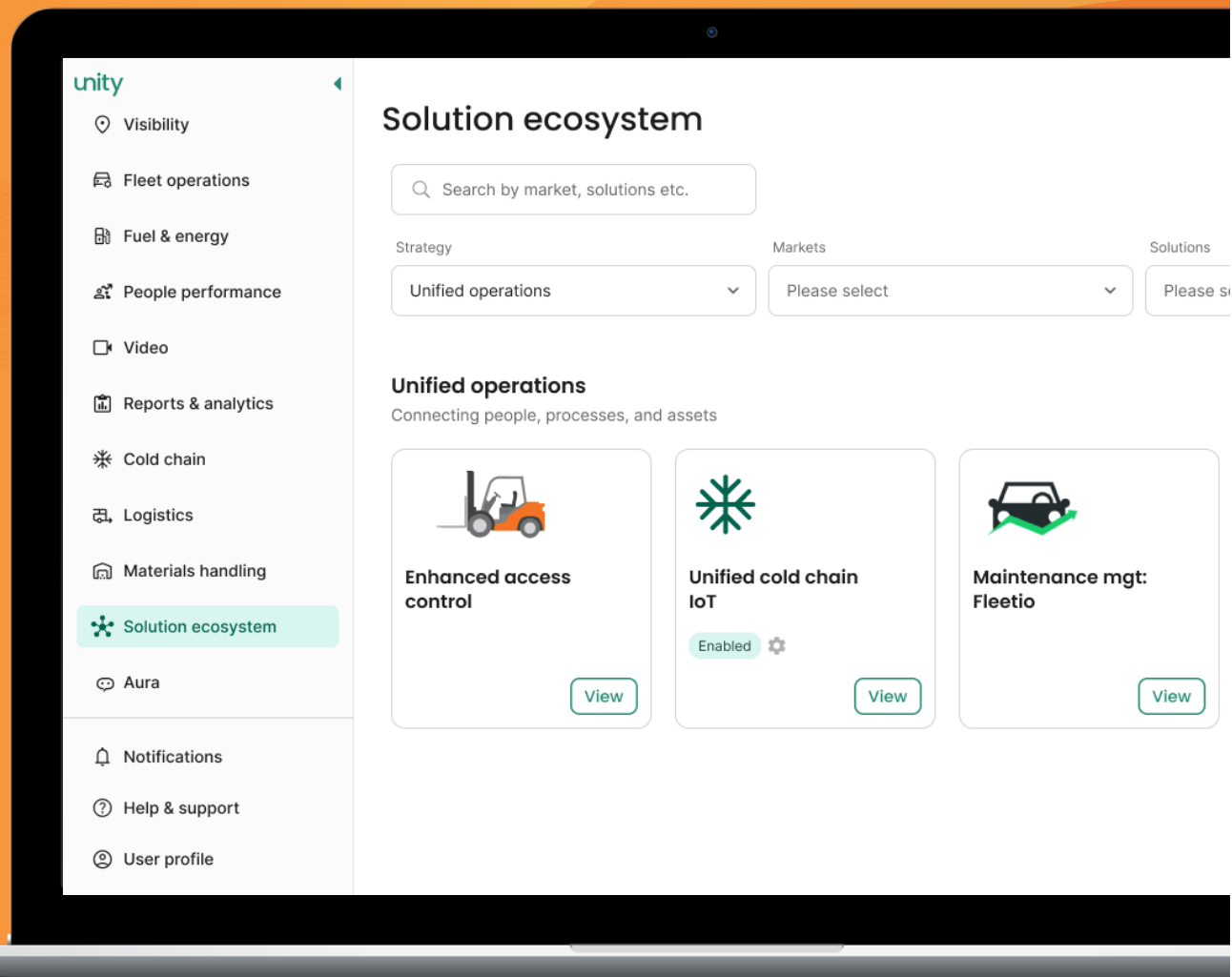
Operate

Execute

HARMONY 2024

Unified Operations

Unity ecosystem integration with outside data sources optimizes mobile assets, individuals operating the assets, and business processes.

We power our customers' **digital transformation** journey

02

We become **mission critical** to our customers

04

Another **monetized consumption** medium

06

ARPU enhancer: c.$2-3 each

01

03

05

07

We **improve the business performance** of the asset, the person & the business process

Stickiness & further customer acquisition. hook

Expands stakeholders to full C-suite

HARMONY 2024

52

unity

- Visibility
- Fleet operations
- Fuel & energy
- People performance
- Video
- Reports & analytics
- Cold chain
- Logistics
- Materials handling
- **Solution ecosystem**
- Aura

- Notifications
- Help & support
- User profile

Solution ecosystem

🔍 Search by market, solutions etc.

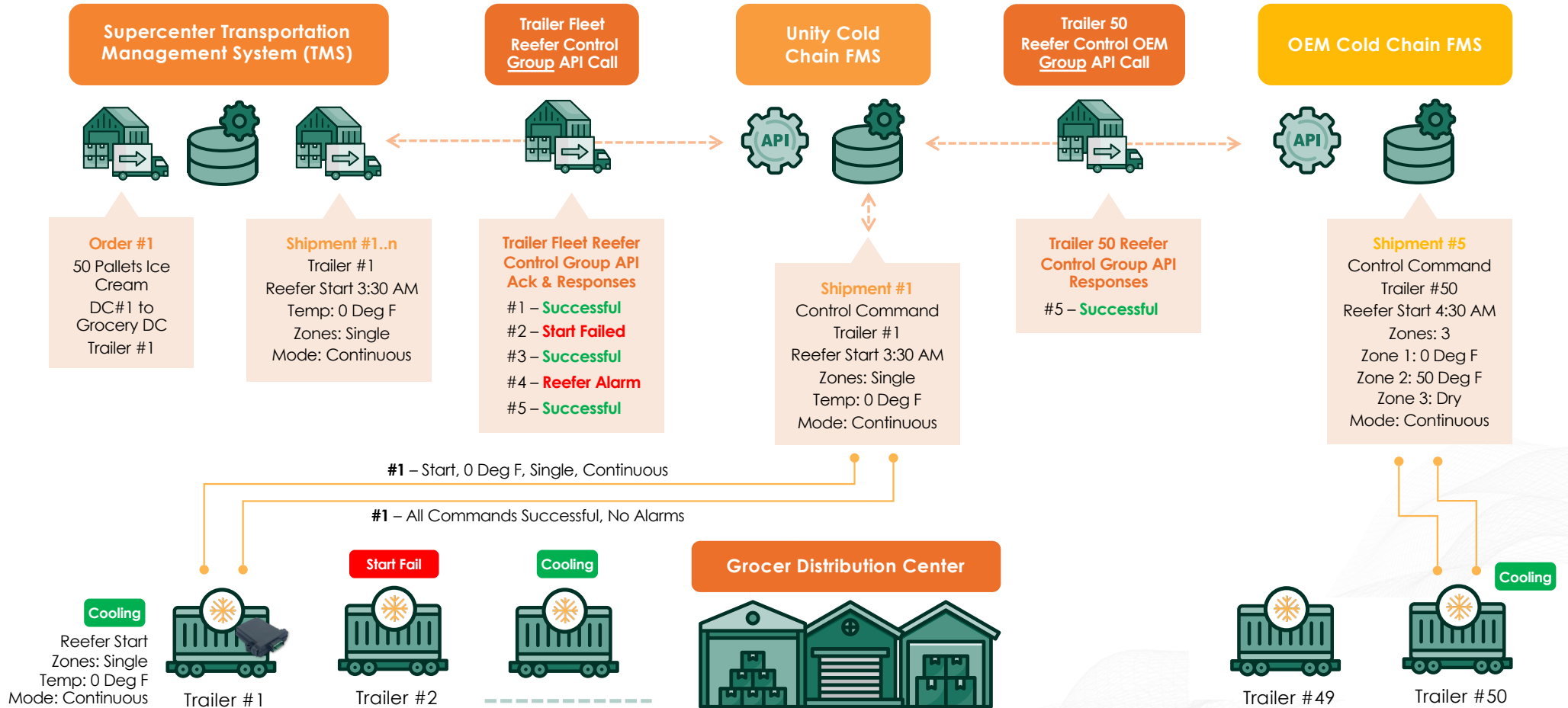| Strategy	Markets	Solutions
Please select ⌄	Please select ⌄	Please select ⌄

Unified operations
Connecting people, processes, and assets

Enhanced access control
View

Unified cold chain IoT
Enabled ⚙
View

Maintenance mgt: Fleetio
View

Warehouse mgt integration
Enabled ⚙
View

Data ingestion

🔍 digital matter NEW

Ford

CalAmp

Cold Chain Fleet Management System (CS FMS)

Supercenter Transportation Management System (TMS)

Trailer Fleet Reefer Control Group API Call

Unity Cold Chain FMS

Trailer 50 Reefer Control OEM Group API Call

OEM Cold Chain FMS

Order #1
50 Pallets Ice Cream
DC#1 to Grocery DC
Trailer #1

Shipment #1..n
Trailer #1
Reefer Start 3:30 AM
Temp: 0 Deg F
Zones: Single
Mode: Continuous

Trailer Fleet Reefer Control Group API Ack & Responses
#1 – Successful
#2 – Start Failed
#3 – Successful
#4 – Reefer Alarm
#5 – Successful

Shipment #1
Control Command
Trailer #1
Reefer Start 3:30 AM
Zones: Single
Temp: 0 Deg F
Mode: Continuous

Trailer 50 Reefer Control Group API Responses
#5 – Successful

Shipment #5
Control Command
Trailer #50
Reefer Start 4:30 AM
Zones: 3
Zone 1: 0 Deg F
Zone 2: 50 Deg F
Zone 3: Dry
Mode: Continuous

#1 – Start, 0 Deg F, Single, Continuous

#1 – All Commands Successful, No Alarms

Cooling
Reefer Start
Zones: Single
Temp: 0 Deg F
Mode: Continuous

Cooling

Trailer #1

Start Fail

Trailer #2

Cooling

Grocer Distribution Center

Trailer #49

Cooling

Trailer #50

Comprehensive **Stakeholder** Experience

HARMONY 2024

Value for All Stakeholders

Operational & C-Suite

Unity End-to-End AIoT Data Highway

On road to in-warehouse

All Industries

All Geographies

CFO

CTO

CIO

Single Sign-On

Brand Reputation	Capital Expenditure

Cost Savings	Supplier Collaboration	ESG

Digital Transformation	Data Integration	Risk & Liability	Operational Efficiency

Safety	Regulations	Maintenance	Fuel & Energy

Electrification	Security	Visibility	Utilization	Productivity

Data-Powered Applications
Application Add-Ons
Self-service Analytics

Guided Coaching	Engagement App	Driver Inspection Reporting	Driver Communication	AI Video-Based Safety	HOS/ELD Compliance	Access Control

Driver Engagement

Device-Agnostic Data Ingestion

AI Data-Powered Applications

AI & Data Science

Unified Operations

HARMONY 2024

Unity **Roadmap Pillars**

Unity
Industry-Leading Data Ecosystem

Device-Agnostic Data Ingestion

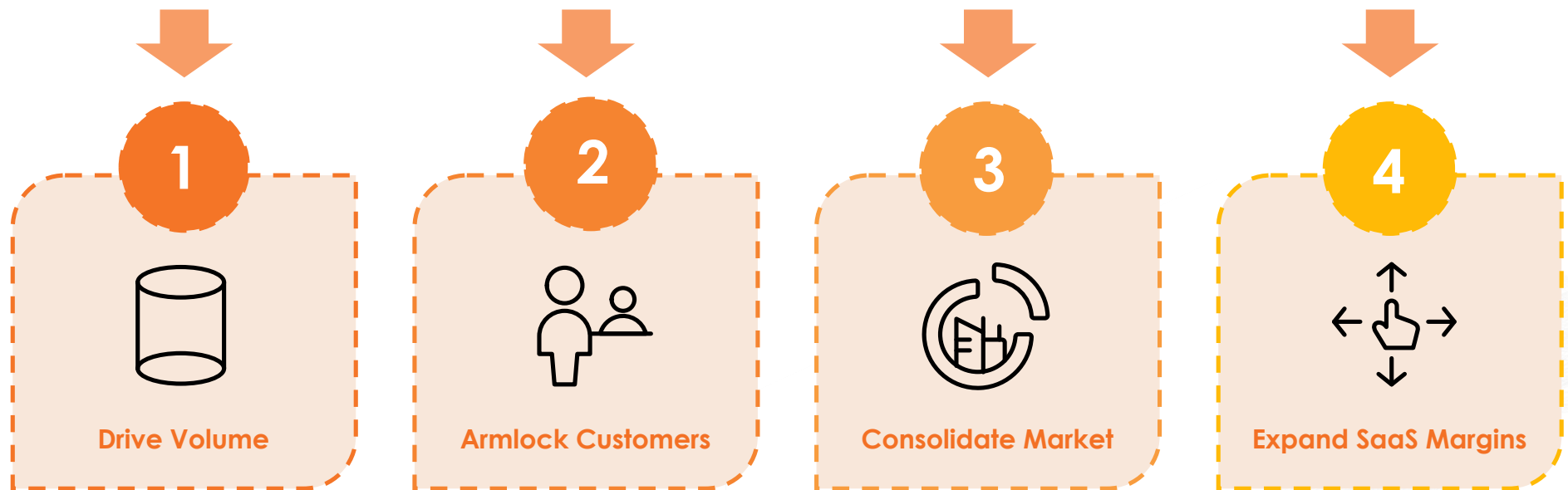**AI Data-Powered Applications**

Unified Operations

Customer Experience

Data Ingestion Vision

We consolidate the market by ingesting and harmonizing the richest data sets, across all verticals, on-road & in-warehouse, from the biggest install bases of third-party devices, TSPs, and OEMs. We do this in an increasingly scalable way, enabling more and faster ingestions as we accelerate.

1 Drive Volume

2 Armlock Customers

3 Consolidate Market

4 Expand SaaS Margins

AI Data-Powered Applications Vision

Our applications are bigger and better than the industry norm, powered by AI & predictable data insights, driving customers to buy monetized modules solving for the key market drivers.

1 Drive ARPU Growth

2 Elevate Customer Value

3 Amplify AIoT DNA

4 Expand SaaS Margins
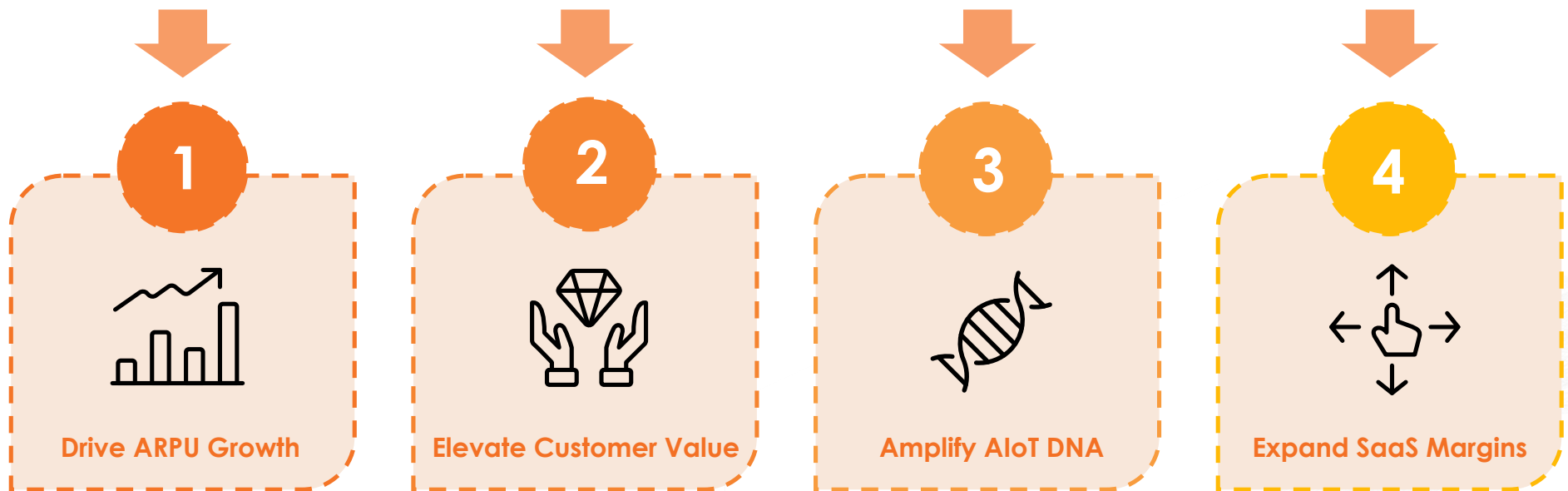
Unified Operations Vision

> *We integrate with the most prevalent business systems in relation to the asset, the people managing the asset, & the business processes that make our customers' world go round, in an increasingly scalable way, enabling more & faster integrations as we accelerate.*
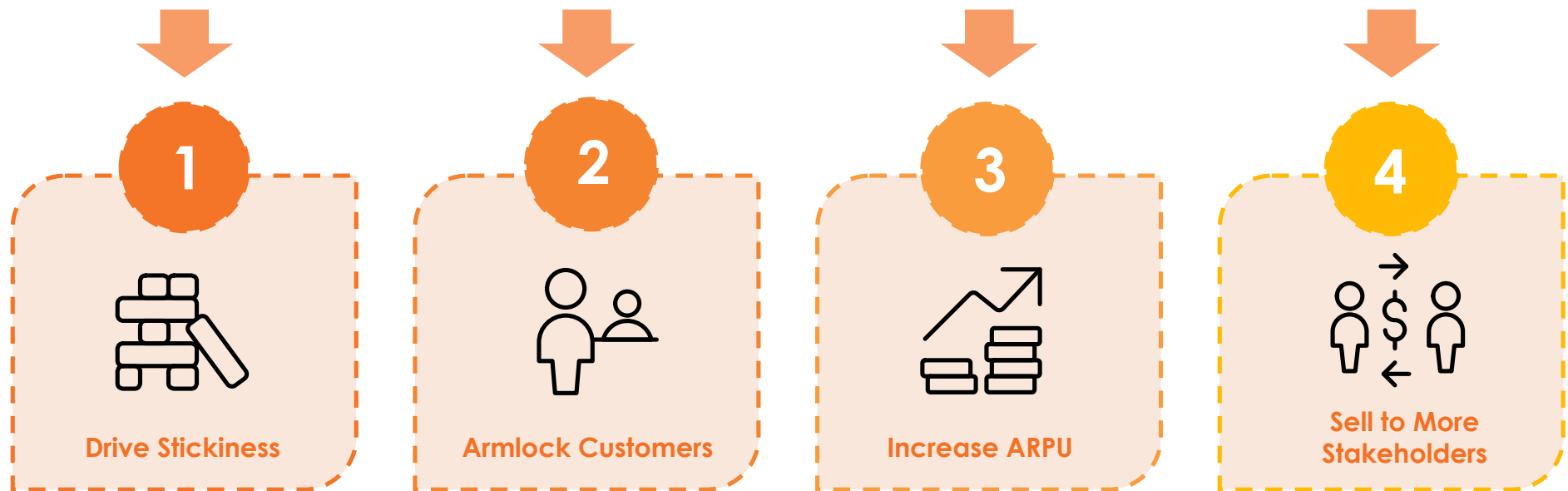
1 Drive Stickiness

2 Armlock Customers

3 Increase ARPU

4 Sell to More Stakeholders

HARMONY 2024

Thank You

Unified **operations & services**

Platform integration with outside data sources optimize mobile assets, individuals operating the assets, and business processes

Mobile assets (Vehicles)
- Onboard Parts & Shipments
- Fuel Cards
- Inventory
- OEM Diagnostics
- Vehicle Compliance
- Warehouse Inventory
- CO2 & ESG Reporting
- Insurance
- Buying Decisions around the fleet

Human beings (Employees)
- Onboard Parts & Shipments
- Time Management
- Training & Coaching
- Vehicle Spend
- Communication
- Warehouse Inventory
- Safety & Well Being
- Payroll
- HRIS

Business process (Company)
- Onboard Parts & Shipments
- ERP
- Planning
- TMS
- CRM
- Warehouse Inventory
- WMS

Plan → Communicate → Execute → Operate → Administer → Improve

What is **In-Warehouse equipment**?

- Powered industrial vehicles:

  - Forklifts, standups, counterbalance, powered jacks, walk/ryder pallet jacks, order pickers, tuggers and many more…

- Man-lifts – Boom and scissor

- Scrubbers and sweepers

- Yard tractors

Where is In-Warehouse equipment **used**?

Warehouses (all sizes)	**Retail stores**	**Manufacturing plants**	**Mining**
Forestry	**Construction**	**Ports**	**Airports**

HARMONY 2024

In-Warehouse **market overview**

2+

Million industrial vehicles

shipped globally every year (500K with a telematics solution) including forklifts, tow motors, order pickers, man lifts, yard trucks, etc.

Sources: Berg, WITS

Warehousing & distribution, retail, manufacturing, and automotive

have the highest adoption rate.

Upward trending employee safety focus

due to labor shortages, high turnover rates (43%) and unpredictability in supply/ scheduling.

Automation for vehicles and picking/ packing

continues to be a market emphasis with AI technologies enablement.

Corporate sustainability

a key metric as regulations evolve and costs increase.

Target market & ideal customer profile

Primary verticals

- Manufacturing & automotive
- Logistics/3PLs
- Warehousing & distribution
  - ✓ Food & beverage
  - ✓ Consumer packaged goods
  - ✓ Retail

ICP criteria

- On-campus fleets of material-handling equipment
- Multiple facilities
- Fleet size of 15+ vehicles
- Latin alphabet

HARMONY 2024

22.7%

Of non-fatal accidents in the EU are caused by impact with stationary objects.

Source: eurostat

2.1 million

EU manufacturing enterprises employed 30 million people in 2021.

Source: euorstat

25.7%

Fatal accidents in the EU are due to uncontrolled machinery.

Source: eurostat

3,347

workers died from work-related injuries in 2021.

Source: eurostat

€476 Billion

Annual cost of work-related injuries and illnesses in the EU.

Source: EO-OSHA

During 2021

31.2 %

EU non-fatal workplace accidents occurred primarily in industrial sites.

Source: eurostat

63%

of EU SMBs experience employee shortages due to labor and skills gaps.

Source: European Commission

80%

of forklift accidents include a pedestrian.

Source: The European Commission

90%

of forklifts are involved in an accident throughout the span of their lifetime.

Source: UK's Health and Safety Laboratory

Driving forces – **Global compliance**

Globally, regulations ensure the safe operation of material handling equipment, focusing on protecting workers. Despite variations in enforcement and specifics, the goal is universally shared: To safeguard those in material-handling roles.

United States (OSHA)
Implements national emphasis programs and specific guidelines for forklifts and material handling equipment operation.

European Union (EU-OSHA)
Runs safety campaigns and sets guidelines across member states for workplace practices.

Germany (DGUV, BetrSichV)
Enforces detailed guidelines for the safe use of industrial trucks, backed by the German Social Accident Insurance (DGUV) and operational safety regulations (BetrSichV).

Australia (Safe Work)
Develops national policies for workplace safety, including material handling operations, with regulations adapted and enforced by state and territory bodies.

South Africa (Department of Employment and Labor)
Oversees occupational health and safety through the OHSA, including provisions for lifting equipment and machinery.

Mexico (STPS, NOMs)
Enforces workplace safety through the Federal Labor Law and Mexican Official Standards (NOMs), covering material handling safety.

Brazil (MTE, NRs)
Regulates workplace safety through specific Regulatory Norms (NRs), with NR-11 focusing on material transportation and handling.

Argentina (SRT)
Manages workplace safety policies through the Superintendence of Occupational Risks, addressing safety in material handling.

HARMONY 2024

In-Warehouse **operations challenges**

Escalating operational demands

As business scales, increasing bottlenecks and longer turnaround times challenge the efficiency of warehouse operations.

Critical labor shortages

The growing gap in skilled labor availability is leading to rising labor costs and increased overtime, severely stretching operational budgets.

Elevated accident risks

A high incidence of forklift accidents compels the need for enhanced safety measures to protect workers and reduce liability.

Compliance challenges

Staying compliant with ever-evolving safety regulations is crucial to ensure smooth operations and to safeguard your organization's reputation.

Operational inefficiencies

Reliance on manual processes significantly slows operations and introduces errors, negatively impacting decision-making and operational visibility.

Disparate system integration

The lack of seamless data integration across systems hampers effective real-time decision-making and limits operational transparency.

Balancing cost, productivity, and safety

Continuously reducing costs while simultaneously boosting productivity and maintaining safety presents an ongoing strategic challenge.

Technological adoption hurdles

High upfront costs and lengthy implementation phases pose significant barriers to automation and the adoption of advanced technologies.

HARMONY 2024

Inaction: What's at stake?

Ignoring these challenges not only hampers efficiency but also exposes your operations to significant risks.

Increased operational costs
Failure to streamline operations can lead to escalated costs due to inefficiencies, repeated tasks, and extended downtimes.

Non-compliance penalties
Failing to meet industry regulations can result in hefty fines and legal challenges, damaging your reputation and financial standing.

Decreased productivity
Inefficiencies and outdated practices can drastically reduce productivity, affecting output and delaying delivery times.

Loss of competitive edge
Without adopting modern solutions, your operations may fall behind competitors, resulting in lost market share and diminished customer trust.

Elevated safety incidents
Neglecting safety enhancements increases the risk of workplace accidents, leading to potential injuries and higher insurance premiums.

Reduced equipment lifespan
Lack of proper maintenance and outdated equipment can lead to frequent breakdowns, necessitating costly replacements and repairs.

Continental Tire

Continental Tire, a major manufacturer and distributor of tires for passenger, light truck, and commercial vehicles, partners with Powerfleet to optimize vehicle management at one of their largest manufacturing centers, which handles the entire tire development process from design to delivery.

HARMONY 2024

Challenge

Continental Tire needed to reduce vehicle damage and improve safety in its large tire manufacturing and warehousing operations.

Solution

- Implemented Powerfleet's in-warehouse solution for enhanced operator accountability, safety compliance, and data analysis.
- Introduced operator-specific access controls for vehicle operation by trained personnel only.
- Automated daily vehicle checklists to ensure compliance and swift issue resolution.

Key outcome

- Achieved a 33% reduction in vehicle-related damage costs.
- Eliminated underutilized vehicles, achieving over $100,000 in savings with an optimized fleet size.
- Fleet reduction targets achieved in 4 months, with ROI realized within a year.
- Boosted maintenance efficiency with Powerfleet's module scheduling maintenance based on actual vehicle use.

Why Powerfleet?

One stop shop across all mobile asset types
Providing mission-critical solutions from warehouse to trailer to vehicle, allowing customers to consolidate suppliers and gain end-to-end visibility.

Device agnosticism
Ingesting data from multiple data sources, harmonizing and transforming the dataset, and delivering simply understood insights through a unified SaaS platform.

Unified operations
Comprehensive ability to improve performance of the asset, the individual in charge of the asset, and the business process.

01
02
03

HARMONY 2024

Powerfleet's **purpose-built solution** for In-Warehouse

Help drivers avoid high risk situations through situational awareness and forced vehicle slow-down.

Scoring to support coaching initiatives and optimize fleets.

Machine learning and DVR provides analysis of critical events without distracting false alarms.

Driver authorization enforcement

Integrated OSHA

Maintenance planning

AI pedestrian proximity systems

Insights and driver performance

Impact tracking

Prevents uncertified vehicle use, limits vehicle speed by experience, and immobilizes unattended vehicles.

Recommended pre-use safety inspections (DVIR).

CMMS integration makes fleets more available, and cost-effectively extends longevity.

HARMONY 2024

Benefits by stakeholder

Industrial engineers

- Optimized workflow standards
- Determining fleet mix

Maintenance / Fleet managers / Rental managers

- Reduced maintenance costs
- Maximized uptime
- Reduced lease overage and supplemental fleet handling

Safety/Health / Environment (SHE) managers / HR managers

- Avoid fines
- Minimized risk
- Reduced employee turnover, workers' comp.
- Reduced duplication
- Data-driven performance evaluations

Operations managers / Plant managers

- Cost reductions and avoidance
- More productive shifts
- Directed coaching
- Reduced disruptions

Technology integration/ Business technology integration

- Unified operations
- Pathway to automation

Operational executives

- Reduced operational costs
- Capital cost avoidance
- Enterprise standardization
- Reduced legal exposure

System overview

Features

Access control

Electronic safety checklist

Impact management

Fleet utilization

Preventive maintenance

Text messaging

Battery monitoring

Automated notification

On-demand & Scheduled reporting

Pedestrian proximity detection

Speed management

Incident reconstruction

Location assessment

APIs

HARMONY 2024

Hardware

Forklift gateway (VAC)

Automated, wireless tracking and management for industrial vehicles and operators, seamlessly integrating into forklifts as a key part of fleet tracking systems.

Pedestrian proximity detection

AI edge processing vision system to help drivers avoid objects of interest in the path of travel while minimizing false alarms.

Digital video recorder

Rolling DVR that saves clips of interesting VAC events to facilitate swift, accurate investigations.

Speed manager

Throttle/pedal override to slow vehicles down based on VAC or PPD events.

HARMONY 2024

Vehicle & operator access control

- Only authorized operators can use equipment

- User configurations – which equipment they're allowed to operate and when it's allowed

- Access levels set based on user experience level

- Know who is driving what and when

- Idle timeout by vehicle type

- Automatic operator expirations for license, training certification

- Reduces IC truck PMs/fuel use/emissions

- Superior tamper resistance

- Reader matches existing employee ID

HARMONY 2024
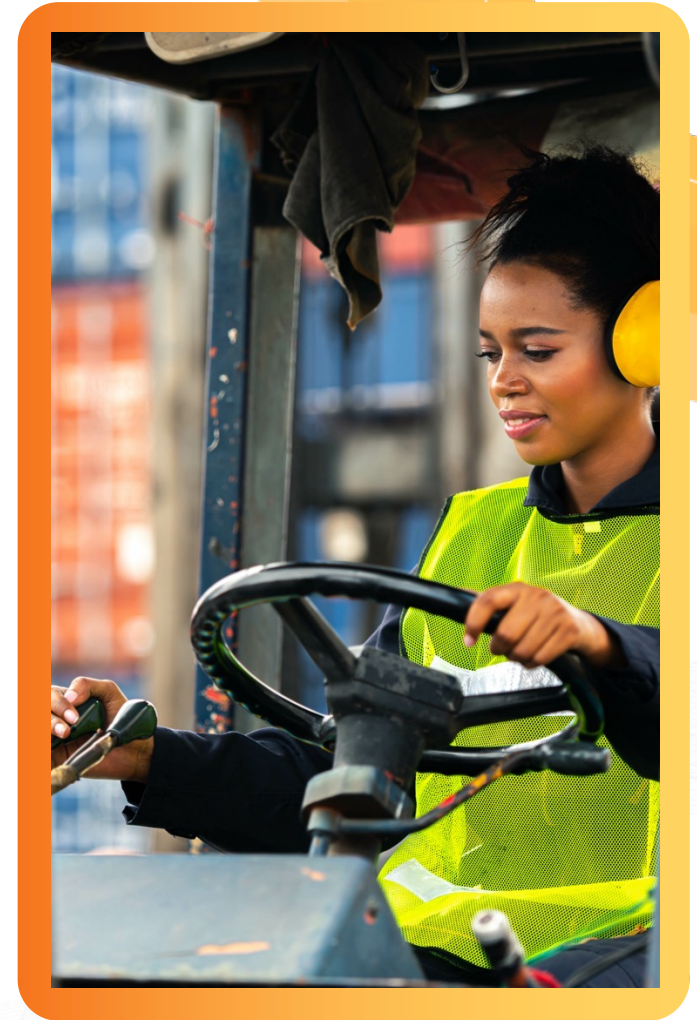
Electronic **safety inspections**

Eliminate paper handling, regulatory compliance and improved maintenance.

- Configurable

- Event-based for most effective reactions

- Reports prioritized by severity of problem

- Severity-based impact triggers checklists

- Problem identified on main checklist triggers drill-down sub-checklist

- Auto-notifications to maintenance/safety

- Multi-language checklists can be triggered

- Randomized answers (no 'finger-whipping')

- Auto-verification of vehicle activity to ensure proper inspection (e.g. braking)

- Prompt to stop/park vehicle safely before shutdown

HARMONY 2024

Impact Management

Halo effect, reduced collisions, risk measurement, and investigation evidence.

- Combination sensor leveraging accelerometers and other chips sets to detect movement and forces

- Machine learning algorithm for automated calibration and continuous set point readjustment to optimize event creation and minimize nuisance alarms

- Incident severity assignment with configurable post-event actions (lockout, emails/SMS, forced inspections, etc.)

- Connected to external alarm for supervisor alert

- Driver coaching [real-time notification/feedback, leaderboard analysis]

- "Black box" analysis of vehicle performance before, during & after impact

HARMONY 2024

Pedestrian **proximity detection**

Collision avoidance, increased pedestrian safety, and facility and driver risk assessment.

- Artificial Intelligence vision-based system

- Identified high risk objects (people and vehicles) in the path of travel

- Warns drivers of object incursions

- Connected to the Forklift Gateway (VAC) through a Sensor Hub

- No wearables for infrastructure required

HARMONY 2024

Reporting examples

Impacts per motion hour by operator
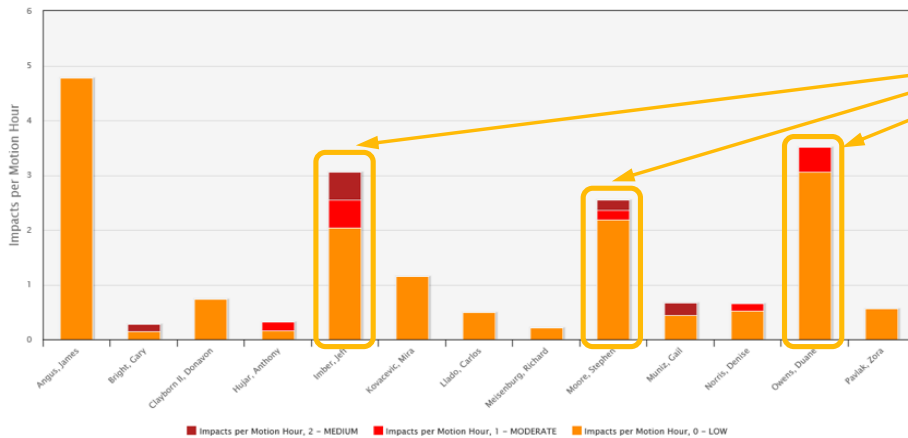
Jeff, Stephen and Duane are much more likely to have a significant impact event than the rest of the team members for each hour that they are operating a vehicle.

This could be process, physical surroundings, or simply operator attitude.

TR0531 and TR0569 have a much higher rate of events per motion hour than the other vehicles used by this work group.

This could be an issue with the vehicle, the process they are used in, or the attitude of the primary operators of these vehicles.
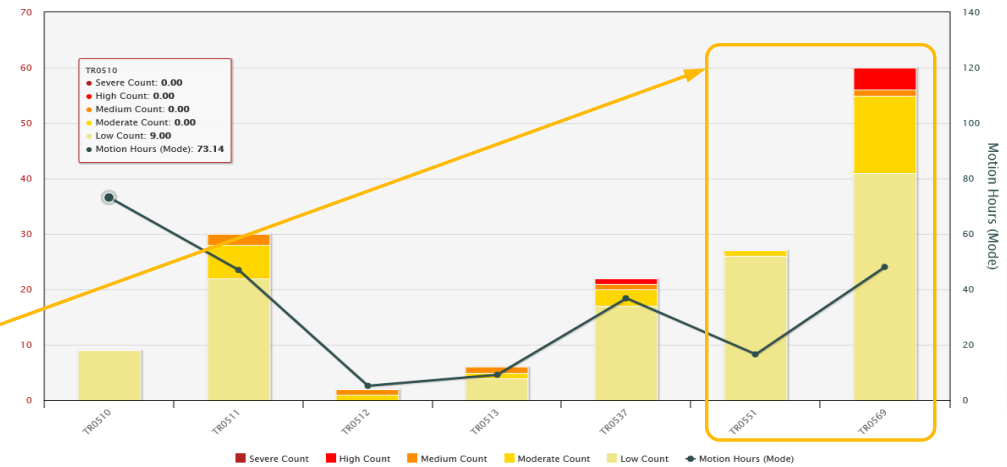
Impacts per motion hour by vehicle

HARMONY 2024

KPI example

Enterprise dashboard example
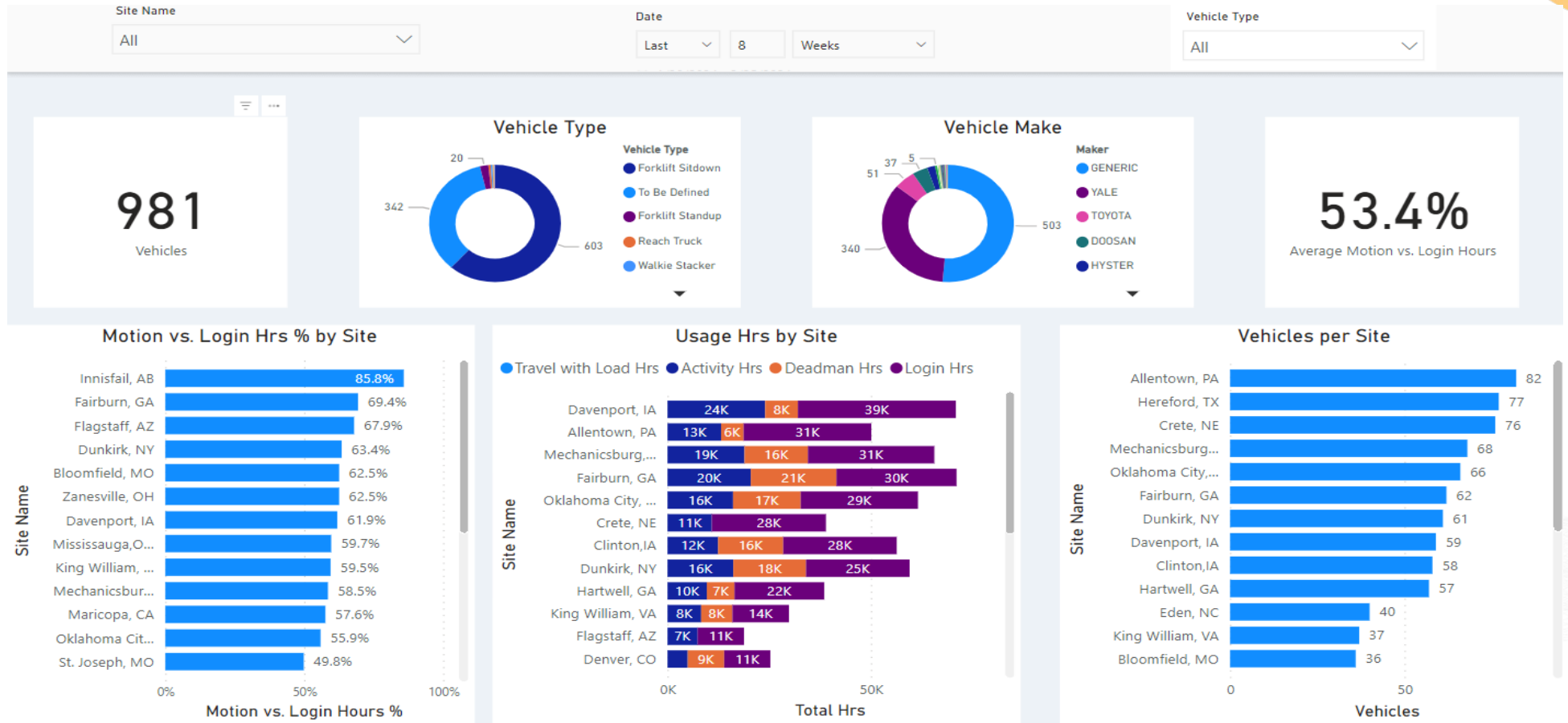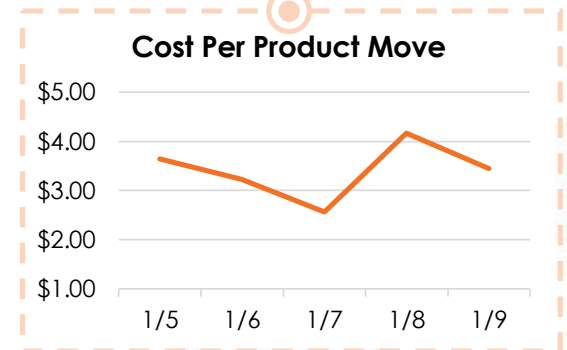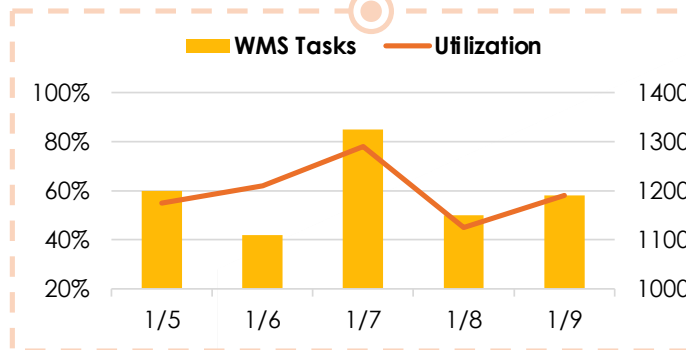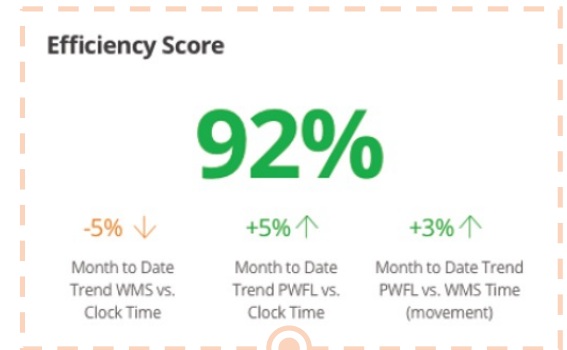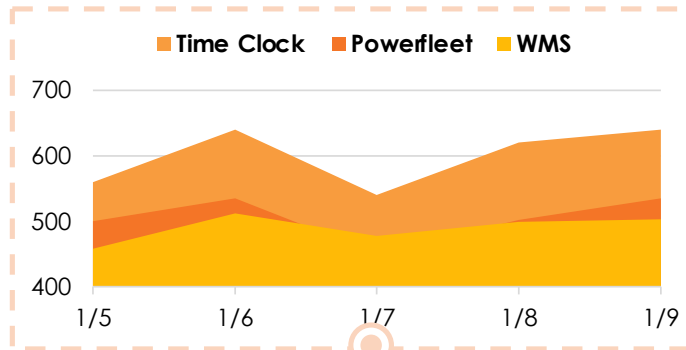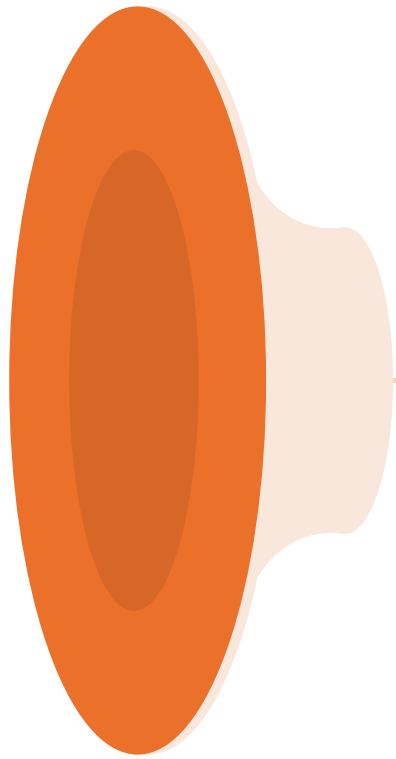
Company **background**

- **Established in 1999**

- **Mix Telematics Partner since 2007**

- **Ventured into Material Handling Machines in 2009 (15 years ago)**

- **International Dealer Award winner in 2012, 2013, 2016 (awards since discontinued)**

- **Based in Cape Town with direct support in Johannesburg and Durban**

- **Approximately 8000 OFF-HIGHWAY assets**

Services

- Consultation & sales

- Installation & technical support

- On-site and remote support

- Industry specific reporting & dashboards

VividData

LIVE DASHBOARD VIEW

The turnkey **approach**

Historical telematics	Existing opportunity
Industry Focus is on Road Vehicle Fleet	Logistics Companies offer Warehousing
Logistics Companies – Long Distance & Regional Deliveries	Forklifts, Access Platforms, Small Yellow Plant
Service Companies – Regional Service travel	Service based industries often own equipment
	Construction Plant, Forklifts, Access Platforms etc.

Off-Highway **assets**

Assets that operate off the road network

- → In-warehouse machines (forklifts)

- → Container Handling Equipment

- → Construction Machines

- → Mining Machines

- → Access Platforms

- → Agriculture

- → Compressors, Generators, Light Sets & More

HARMONY 2024

TECTRA OFF HI-WAY TELEMATICS

The **Basics**

Utilization & availability

- Maximum Revenue from Maximum Utilization
- Maximum Utilization from Maximum Availability
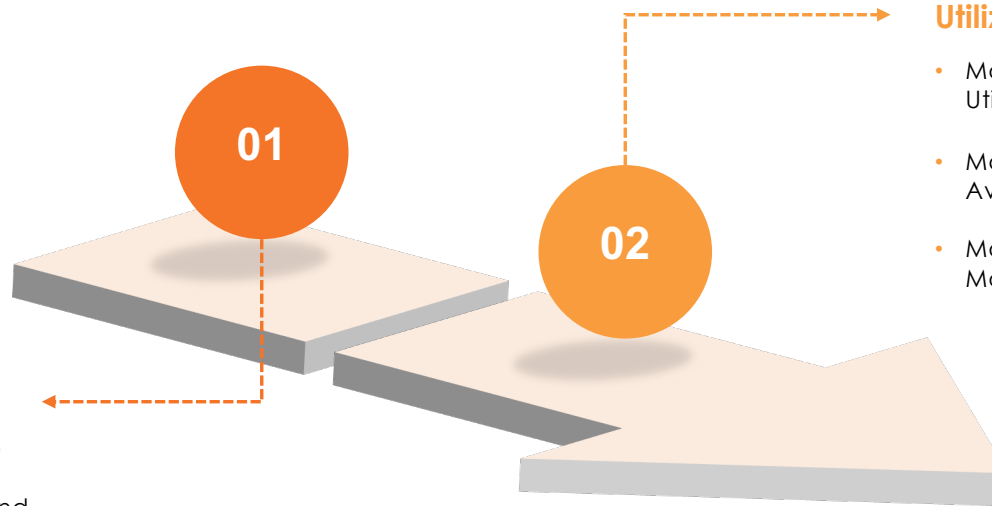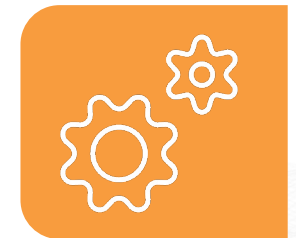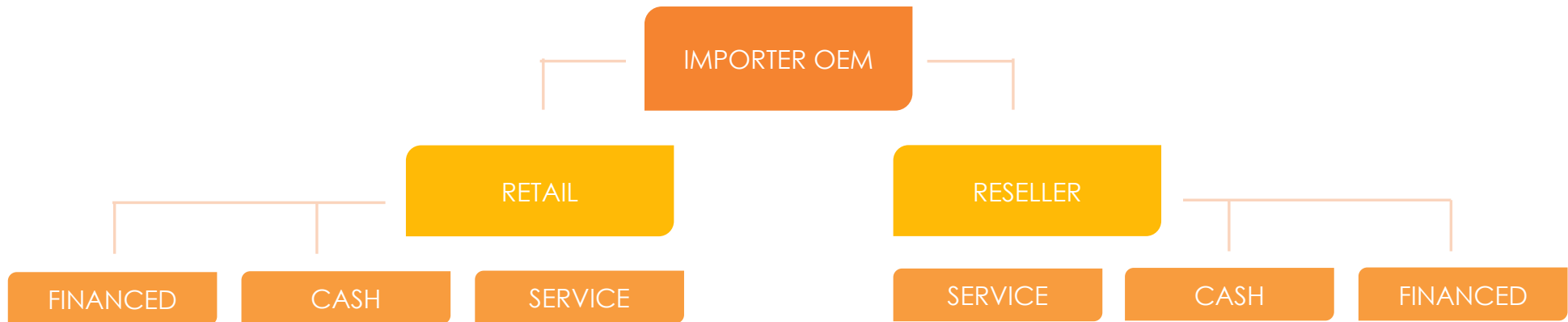- Maximum Availability from Pro-Active Maintenance

01

02

Engine hours

- Service Planning & Revenue (Parts & Labor)
- Billing Revenue (Per Hour Used Rates)
- Rental Compliance (Hours Agreed and Excess Rates)
- Second Life Planning (Time to Sell/Buy)

The **brand owner**

```
                              IMPORTER OEM

              RETAIL                          RESELLER

FINANCED      CASH      SERVICE      SERVICE      CASH      FINANCED
```

- Existing OEM telematics – Mostly restricted to premium equipment – No local support – No local authority approval

- Importers source machines from multiple brand suppliers and origins – Telematic solutions differ

- Warranty compliance is reliant on engine hour meter readings for pro-active servicing & original parts

- Machines are sold with service contracts – Labor & parts is a revenue income stream for the seller

- Financed machines are at risk for non-payment – Asset can be disabled and recovered – Risk mitigation

HARMONY 2024

TECTRA
OFF HI-WAY TELEMATICS

The **rental** company

VividData
LIVE DASHBOARD VIEW

A

MAXIMIZE DEPLOYMENT

Improve availability through pro-active maintenance

Real-time view of deployment and asset rotation

B

MAXIMIZE REVENUE

Rental contract adherence – days/hours worked

Real-time hour usage – Excess hours premium rate billing

Service parts planning improves cash flow

C

REDUCE SERVICE COST

Actively monitor machine engine condition reducing repairs & stoppages

Reduced service cost with real-time location, driving and labor time

HARMONY 2024

TECTRA
OFF HI-WAY TELEMATICS

In-Warehouse and forklifts
general

HEALTH & SAFETY

- Access Control
- License & Certifications
- Operating Risk – Impact Scoring
- Impact Investigation

- Video Telematics
- Checklist*
- Pedestrian Detection*
- Speed Limitation*

PERFORMANCE

- **Asset Utilization & Availability**
- Fleet Rotation

- Operator Utilization
- Load Analysis

SERVICE

- Asset Health Condition
- Pro-Active Service & Test Planning

HARMONY
2024

VividData
LIVE DASHBOARD VIEW

Shipping containers
full & empty handlers

HEALTH & SAFETY

- Access Control
- License & Certifications
- Driving Style – Speed & Idle
- Video Telematics
- Checklist*
- Pedestrian Detection*
- Speed Limitation*

PERFORMANCE

- **Containers Moved (Paid vs Non-Paid)**
- Handling Rates & Cost per
- Utilization & Availability
- Brand Comparisons

SERVICE

- Asset Health Condition
- Pro-Active Service & Test Planning

HARMONY 2024

VividData
LIVE DASHBOARD VIEW

Construction

HEALTH & SAFETY

- Access Control
- License & Certifications
- Driving Style – Speed & Idle
- Video Telematics
- Checklist*
- Pedestrian Detection*
- Speed Limitation*

PERFORMANCE

- Utilization & Availability
- **Plant Return (Open & Close)**
- **Fleet Rotation**

SERVICE

- Asset Health Condition
- Pro-Active Service & Test Planning

HARMONY 2024

VividData
LIVE DASHBOARD VIEW

Mining

HEALTH & SAFETY

- Access Control
- License & Certifications
- Driving Style – Speed & Idle
- Video Telematics
- Checklist*
- Pedestrian Detection*
- Speed Limitation*

PERFORMANCE

- Utilization & Availability
- Plant Return (Open & Close)
- Fleet Rotation
- **Load & Haul**

SERVICE

- Asset Health Condition
- Pro-Active Service & Test Planning

HARMONY 2024

VividData
LIVE DASHBOARD VIEW

Access platforms

HEALTH & SAFETY

- Access Control
- License & Certifications

PERFORMANCE

- Asset Utilization & Availability
- **Fleet and Project Deployment**
- Fleet Rotation

SERVICE

- Asset Health Condition
- Pro-Active Service & Test Planning

HARMONY 2024

VividData
LIVE DASHBOARD VIEW

Agriculture

HEALTH & SAFETY

- Access Control
- License & Certifications
- Driving Style – Speed & Idle

PERFORMANCE

- Utilization & Availability
- Fleet Rotation
- Cost per Hour
- **Spray Coverage**

SERVICE

- Asset Health Condition
- Pro-Active Service & Test Planning

HARMONY 2024

VividData
LIVE DASHBOARD VIEW

SYSCAF - Important Facts

- Bogotá, Colombia - South America

- Family Business founded since 2006

- +50 Team players

- +250 Clients in Colombia, Latam & Caribbean

- +18 years of Safety & Fleet Telematics Experience

- Customer Retention Rate > 97%

STRATEGIC BUSINESS PARTNERS:

m'X | TELEMATICS

POWERFLEET®

Continental

SENSE-TECH
Weighing Systems

OUR VALUES

Pasion | Integrity | Teamwork | CX | Innovation

BUSINESS UNITS

TELEMATICA 360 | ST PRO | DATA SOLUTIONS

HARMONY 2024

SYSCAF – Business Units

TELEMATICA 360	ST PRO	DATA SOLUTIONS
All-in-one Fleet Telematics Solution	Professional Technical Support and Field Services	Customized Application Development

13 Team Players

23 Team Players

6 Team Players

Customer retention & loyalty

It's not just about having satisfied customers,
but about creating a long-term relationship with them.

Loyal customers are more likely to

- Come back to you,
- Recommend you to others
- Even become your biggest advocates.

SYSCAF TIPS

CUSTOMER RETENTION & LOYALTY

1.Corporate Culture

Technology is nothing without people, a purpose, and the expertise to deliver results.

PEOPLE-CENTRIC **CUSTOMER EXPERIENCE**

SYSCAF is commitment to team members growth: Empowering them with the knowledge and tools they need to succeed in their roles thereby delivering results and exceptional customer experience.

HARMONY 2024

2. Be an expert of your product/service

Become the trusted fleet telematics partner of your customers

VEHICLE TELEMATICS

VIDEO TELEMATICS

EQUIPMENT & ASSET MANAGEMENT

OEM CONNECT
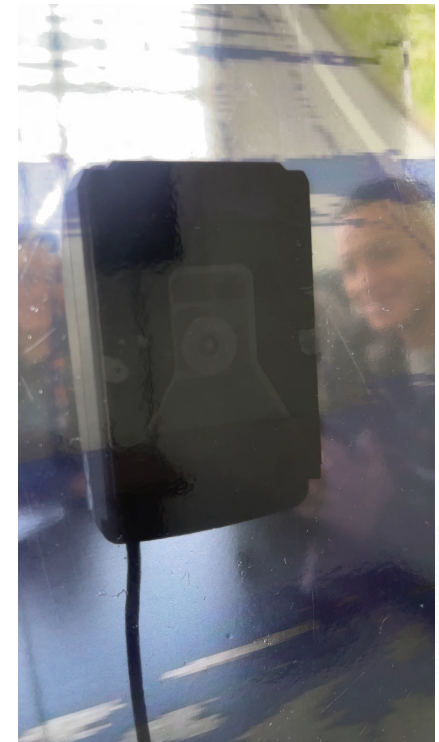
ELD COMPLIANCE

APP-BASED TRACKING

HARMONY 2024

3. Onboarding and integration

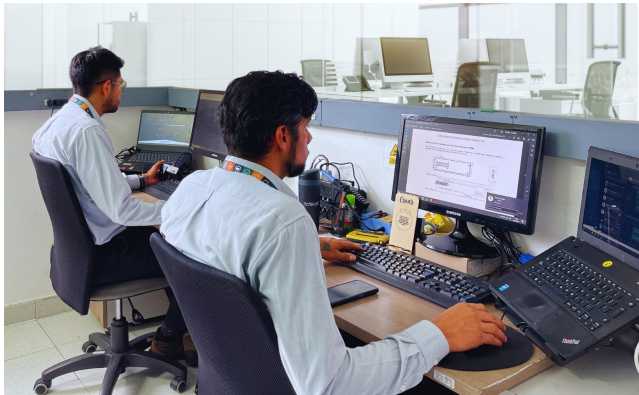Integrate the solution to create customer engagement

VEHICLE SIMULATOR
fitted with MiX PowerFleet Technology

HARMONY 2024

4. Keep technology up and running 24/7

Make sure that the technological ecosystem is always up and running

Be two steps ahead of problems

- Permanent technology ecosystem Health Checks

- Be honest about the problem

- Constant feedback about your progress

- Offer alternative solutions

- Guarantee professional field services

- When solved, SALE your team's work and reaffirm your commitment as a valued partner

5. Results & Customer experience

Manage customer relationship and deliver RESULTS

Relationship built on trust, support, and continuous improvement.

Understand their unique operational needs and goals

Provides personalized guidance on using SYSCAF's and MiX's tools effectively

Proactively identifies areas for improvement and addresses challenges

Offer ongoing training, performance reviews, and actionable insights based on fleet data
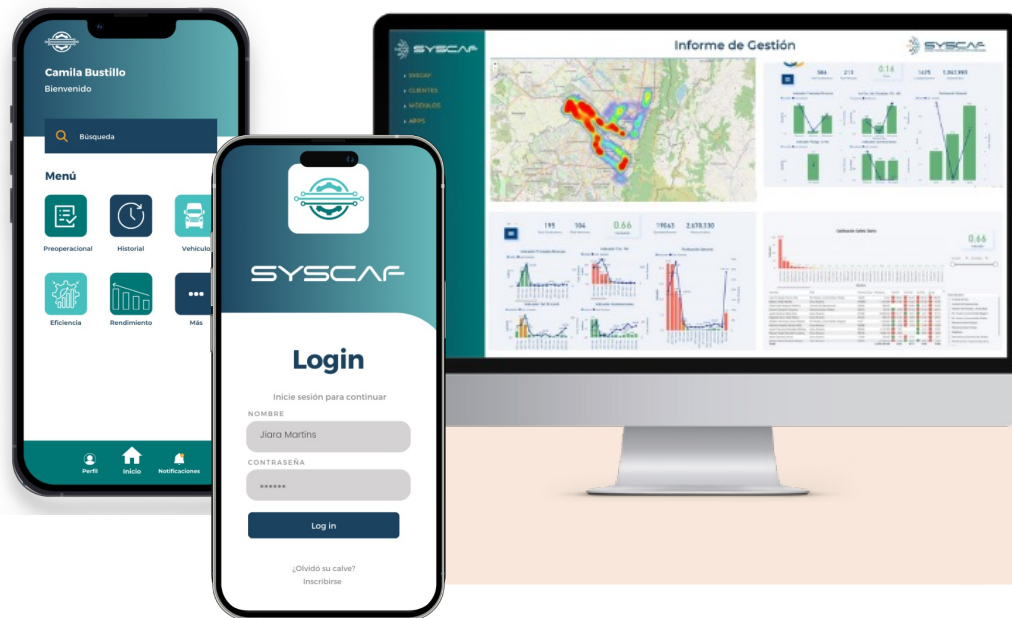
Ensures that the client maximizes the value of our solutions, fostering a strong partnership

Fleet Telematics Consultant

6. Delighting Customers

Make it easy, make it manageable, make it actionable

Why not complement our solutions with applications / add-ons that make it **easy** to **manage** and turn data into **actionable insights**