

## CUSTOMER CASE STUDY

## Leading provider of equipment maintenance achieves a stronger safety-focused culture with the help of Powerfleet

### About Powerfleet

Powerfleet (Nasdaq: AIOT; JSE: PWR) is a global leader in the artificial intelligence of things (AIoT) software-as-a-service (SaaS) mobile asset industry. With over 30 years of experience, Powerfleet unifies business operations through the ingestion, harmonization, and integration of data, irrespective of source, and delivers actionable insights to help companies save lives, time, and money. Powerfleet's ethos transcends its data ecosystem and commitment to innovation; its people-centric approach empowers customers to realize impactful, sustained business improvement. Powerfleet serves over 2.8 million subscribers across 48,000+ customers in 120 countries, with commercial operations on every major continent.

#### Regions

Australia

#### Industry

Mining

#### Total fleet size

515

#### Vehicle types

Light and heavy-duty vehicles, mining equipment

#### Aims

- Accurate vehicle location tracking
- Reliable communication with drivers in remote locations
- Monitor driver performance

#### Results

Improved safety, improved security



## Striving to go above and beyond

Australia's leading technical services provider is a global leader in mobile and fixed plant equipment maintenance with a focus on mining and civil companies. They pride themselves on offering world-class maintenance expertise, rapid response and 24/7 support to their clients. The company currently employs hundreds of drivers that drive an average of 25,000 kilometres per year.

The company's partnership with Powerfleet came about through a variety of factors. Their requirements had evolved due to new challenges and they had outgrown their existing telematics solution. **When looking to choose a new provider, they required the following:**

- Increased visibility of how their vehicles are being driven.
- Accurate tracking of vehicle locations at all times.
- Insight into instances when vehicles are driven out of hours.
- Clear, consistent communication with on-the-go drivers, especially when they're in remote locations.

The primary factor influencing the company's decision in selecting a telematics solution was their commitment to maintaining and enhancing safety, as well as their desire to cultivate a risk-averse environment for both employees and clients. This is especially important considering that the industries they operate within are high risk.







## RESULTS

### Greater visibility results in a safer fleet

Over a period of 9 months, the company achieved significant safety improvements across the board, especially when it came to speeding occurrences among the drivers who had the Powerfleet technology installed in their vehicles.

At the time that installation occurred, the company was experiencing five speeding occurrences per 1,000 kilometers driven. By May 2020, this had dropped down to only one speeding occurrence per 1,000 kilometers.

Their crash rate also dropped by a stunning 100% during a 9-month period. This is in part because the company's team of site managers can now monitor speeding and other vehicle incidents more closely and immediately follow up

accordingly to prevent these actions from eventually causing crashes. The team is now able to be more proactive and the risk of drivers getting injured or killed in crashes have dropped significantly. Additionally, this drop in crashes has diminished the potential costs associated with crashes.

Due to the company's take-charge attitude in continuously making their fleet safer alongside the use of Powerfleet innovative fleet technology, both companies were highly commended in the Brake Fleet Safety Product Award category as part of the coveted 2020 Australasian Fleet Champions Awards. This was a huge achievement!





## RESULTS

### Implementing safety measures to reduce risk

Upon listening to the company's needs, Powerfleet decided to install the MiX4000 on-board computer within their fleet. This technology captures engine/vehicle diagnostics, allowing for accurate live tracking. It is configured to monitor defined safety parameters including over-speeding, harsh acceleration, harsh braking and harsh cornering. These parameters are important to measure as they have repeatedly been proven to significantly increase the risk of a driver getting into a crash. Keeping an eye on these parameters have been vital in helping the company reduce safety risks within their fleet.

Powerfleet also installed a panic alert button alongside the on-board computer technology. This was a crucial component for the company because one of their drivers had previously experienced a vehicle rollover and during the event, had trouble communicating with base to receive assistance. With this new addition, drivers can now simply press the panic alert button when they find themselves in an emergency situation. This button immediately sends out a critical alert notification to base so that help can be dispatched. What's more is that the technology also accurately measures when a rollover or impact occurs which has added an extra layer of safety.

An important part of the solution is the fact that it utilizes Iridium satellite technology, which provides excellent voice and data coverage. With this sophisticated communications technology at the company's disposal, site managers can stay in touch with their drivers even when they are in remote locations, regardless of whether there is cellular coverage or not. Iridium also ensures that all notifications, alerts or updates sent to drivers are received, no matter the recipient's location. Now team members can always be located which helps keep them safe and gives drivers the freedom to always communicate with base.

The company also uses an app to conduct vehicle pre-start checks. These checks are essential for a company that focuses so heavily on equipment maintenance for clients in high-risk industries. Powerfleet adapted to include forms that are customized according to the company's unique preferences. Having this functionality helps the company meet important compliance requirements and build trust with clients. It's also essential for keeping vehicles well-maintained and thus safe to drive while helping to catch any issues before they cause a breakdown or crash.