

CUSTOMER CASE STUDY



INTERCAPE AND POWERFLEET

Driving safety & accountability across coach operations

About Intercape

Intercape operates one of the largest privately owned long-distance bus networks in Southern Africa, providing affordable, reliable passenger transport between major cities and towns across South Africa, as well as into neighbouring countries, including Namibia, Botswana, Zimbabwe, and Mozambique. The company is known for its commitment to passenger safety, comfort, and service reliability – values that are at the core of its partnership with Powerfleet.

CUSTOMER

Intercape

REGIONS

South Africa

INDUSTRY

Long-distance passenger transport

**TOTAL FLEET SIZE
& CONNECTED VEHICLES**

300+ coaches, including
support vehicles

VEHICLE TYPES

Long-distance coaches,
support vehicles

GEOGRAPHICAL SPREAD

Nationwide across South Africa and
into neighbouring countries

CUSTOMER SINCE

2000

PRODUCTS DEPLOYED

Unity, SafeGuard, Vision 360,
CANIQM Fuel Data

AIMS

Reduce accidents and speeding,
strengthen driver accountability,
improve route adherence and
operational visibility

RESULTS

~80% reduction in accidents | >85%
reduction in speeding incidents |
Full operational capacity maintained

CUSTOMER WEBSITE

www.intercape.co.za

Background

Intercape is one of Southern Africa's most prominent long-distance coach operators, connecting passengers across thousands of kilometres of intercity and cross-border routes. With a fleet of more than 300 coaches and support vehicles, the demands on safety management, driver accountability, and real-time visibility are substantial. Intercape has partnered with Powerfleet to address these challenges head-on by deploying an integrated connected vehicle and camera solution that has measurably changed how the business manages its people, vehicles, and operations.

The challenge

Managing a high-frequency, geographically dispersed coach operation across long-haul routes presents challenges that go well beyond basic fleet tracking. **For Intercape, the key concerns centred on:**

Driver behaviour on long, often remote routes, where speeding and fatigue-related risks are most acute, was difficult to monitor in real time. When incidents occurred, they were hard to investigate without objective evidence. Equally, the sheer scale of the operation made it difficult to hold individual drivers accountable or build a culture of consistent, measurable safety standards.

Intercape needed a solution that would give them visibility into what was happening inside and outside the vehicle, reduce the frequency of safety events, and provide the data infrastructure to support smarter, faster decision-making across the entire fleet.





The solution

Powerfleet's integrated platform gave Intercape a suite of tools specifically suited to the demands of long-distance passenger transport:



SafeGuard with AD Telegram alerting

The SafeGuard module, particularly its AD (Automatic Detection) Telegram feature, has been central to safety improvements at Intercape. By automatically detecting and flagging safety-critical events, the system enables rapid response and has driven a significant reduction in accident frequency across the fleet.



Vision 360 – In-cab and exterior camera solution

The Vision 360 camera system provides live and recorded footage of both the interior and exterior of each coach. This has strengthened driver accountability, enabled objective incident investigations, and provided proactive insights that help prevent safety events before they escalate.



Real-time vehicle tracking

Continuous GPS tracking improves route adherence, speeds breakdown response, and optimised dispatch coordination. Operations managers always have comprehensive visibility into fleet position and status, reducing delays and improving service reliability.



CAN bus data

CAN bus fuel data integration provides Intercape with granular insight into fuel consumption patterns across the fleet, supporting cost management and the identification of inefficient driving behaviours.

Using insights from CAN bus data, Intercape also prevented engine seizures on five of its coaches, demonstrating the value of real-time monitoring and proactive maintenance.

Results

The impact of Powerfleet's solutions at Intercap has been both rapid and measurable. Since implementation, **the following improvements have been observed:**

Accident reduction

Accidents across the Intercap fleet have decreased by about 80% since the introduction of Powerfleet's camera and connected vehicle solution. Intercap attributes this directly to the SafeGuard AD Telegram feature, which provides real-time alerts, enabling the operations team to intervene before incidents escalate and to coach drivers with factual event data.

Overspeeding reduction

Overspeeding incidents have fallen by more than 85%. Continuous monitoring enabled by Powerfleet's device and camera configuration precisely tracks speed-related behaviour and feeds directly into driver performance reporting. The result is a fleet where speed compliance has become the norm rather than the exception.

Operational capacity and stability

The operation is currently running at full capacity – a testament to the stability achieved through improved driver behaviour and proactive fleet management. Enhanced dispatch coordination, reduced operational delays, and improved reporting infrastructure have together supported a more resilient, better-managed service.



80%

reduction in
accidents



>85%

reduction in
overspeeding
incidents



Powerfleet's technology has become a key part of our safety and operational strategy, and we consider Powerfleet a trusted and valuable partner."

Geushlin West
Central Operations Manager
Intercap



Conclusion

The Intercape and Powerfleet partnership demonstrates what becomes possible when real-time visibility, intelligent alerting, and camera evidence are integrated into a single platform. Across a demanding long-distance network where safety stakes are high and margins for error are low, Powerfleet has helped Intercape build a measurably safer, more accountable, and more operationally reliable business.

With accident rates down **80%**, speeding incidents down by more than **85%**, and the fleet running at full capacity, the results speak for themselves. As Geushlin West, Central Operations Manager at Intercape, puts it: the technology has become a key part of the company's safety and operational strategy, and the partnership with Powerfleet remains a valued and enduring one.

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 more than 30 years of experience, Powerfleet unifies business operations through the ingestion, harmonisation, and integration of data, irrespective of source, and delivers actionable insights to help companies save lives, time, and money. Powerfleet's ethos transcends our data ecosystem and commitment to innovation; our people-centric approach empowers our customers to realise impactful and sustained business improvement. Powerfleet serves nearly 3 million subscribers across more than 50,000 customers in 120 countries, with commercial operations in every major continent.