

The Powerfleet Unity Operations Centre (UOC)

Your 24/7 partner for safer, smarter, and more efficient fleet operations

The Powerfleet Unity Operations Centre (UOC) is a specialised, always-on command centre designed to help fleets proactively manage safety, security, and operational efficiency. Staffed by trained agents, analysts, and video specialists, the UOC uses real-time monitoring, AI-powered insights, and structured workflows to detect risk early, intervene immediately, and support fleets in preventing incidents before they happen.

Our solutions

UOC Safeguard

Real-time, predictive safety intervention that prevents accidents before they happen.

UOC Safeguard is a real-time, predictive safety solution designed to save lives by detecting high-risk driver states such as fatigue or distraction and initiating immediate intervention. Scalable from 10 to 10 000 assets, it offers enterprise-grade protection for any fleet.

SafeGuard goes beyond traditional video solutions, providing real-time risk management and mitigation through:

- Proactive risk mitigation
- Intelligent risk profiling by prioritising

TAR Premium

24/7 outsourced monitoring with structured escalation to manage risk and ensure compliance.

Provide customers with an affordable, scalable, and professional 24/7 outsourced monitoring service that proactively manages non-compliance and risk events.

The service includes all the services included in TAR Lite and helps fleets reduce operational and safety risks, improve compliance, and maximise the return on their investment in the Unity On Road platform.

TAR Premium integrates seamlessly with Unity On Road, adding a streamlined workflow with customisable Standard Operating Procedures (SOPs) and notification hierarchies.

Customers define the events and workflows they wish to monitor - covering safety, security, operational, and compliance-related triggers.

When an event is triggered, a Unity Operations Centre (UOC) agent immediately contacts the driver or controller to alert or warn them of the transgression.

The core principle and proven success of TAR Premium lie in its structured escalation process:

- **1st occurrence:** The agent contacts the driver or controller to alert them of the issue.
- **2nd occurrence (within 12 hours):** The agent issues a formal warning that further repetition will lead to escalation.

TAR Lite

Essential alarm monitoring for rapid response during critical security incidents.

TAR Lite provides fleets with an essential layer of risk visibility by combining core alarm-event monitoring with continuous camera health checks. The service ensures that both the vehicle's security systems and on-board cameras remain fully operational, enabling rapid response to incidents and reliable access to critical footage when it matters most.

The Unity Operations Centre (UOC) performs daily remote health checks on all connected cameras to detect issues such as:

- Blocked or dirty lenses
- Cameras knocked out of position
- Black screen or no picture
- Video not downloading

Each issue is classified as:

- Customer-resolvable (e.g., blocked or misaligned cameras)
- Powerfleet-resolvable (e.g., hardware faults, data upload failures)

Where Powerfleet intervention is required, a Salesforce case is automatically logged, and the reference number is made visible on the customer's Health Status dashboard.

Security Event Monitoring: TAR Lite also provides rapid-response monitoring for three key security alarms:

- Panic activation
- Power loss / disconnection
- Dash tamper

Coach

Professional video analysis and coaching that drives sustainable behaviour change.

Having a professional team of trained video analysts to review AI-triggered and other recorded driving events, Vision Coach identifies which events require coaching and which can be ignored - allowing customers and their Coaches to focus on what truly matters.

The system automatically grades drivers and coaches, helping to monitor repeat offenders and measure coaching effectiveness over time.


















The analyst team continuously reviews downloaded clips 24/7, classifying each into relevant behaviour categories.

When coaching is required, the coach logs into the portal to review the clip, contact the driver telephonically, or schedule a face-to-face debrief.

Each coaching session outcome is captured in the system to maintain a complete history of driver interventions and progress tracking.

Purpose

How it works

	UOC Safeguard	TAR Premium	TAR Lite	Coach
How it works		<ul style="list-style-type: none"> • 3rd occurrence (within 12 hours): The agent escalates the event to the next person in the customer's SOP hierarchy for direct intervention. <p>(Service includes up to 20 managed events per asset per month.)</p>	<p>When any of these alarms trigger, the automated IVR system immediately calls the nominated contact list. If unanswered, the call escalates through the hierarchy, and after five minutes without resolution, the incident is escalated to a TAR agent for direct intervention. Customers may opt to speak to an agent at any point during this automated process.</p>	
Benefits	<ul style="list-style-type: none">  Fewer crashes and injuries for drivers and other road users  Reduced vehicle repair and fleet downtime  Lower insurance premium  Enhanced compliance and risk transparency across the fleet 	<ul style="list-style-type: none">  Stronger safety and operational compliance driven by a disciplined "three-strike within 12 hours" escalation model.  Real-time coaching and corrective action by experienced UOC agents  Comprehensive logging of every call and escalation in an occurrence register, ensuring accountability and transparency  Continuous improvement through proactive monitoring and documented event history 	<ul style="list-style-type: none">  Peace of mind that all camera equipment is fully functional and recording reliably  Early detection of tampering, malfunctions, and misalignment  Faster response to emergencies through structured, automated IVR escalation  Reduced theft and unauthorised access through proactive alarm-event monitoring  Automatic creation and tracking of support cases through Salesforce for full transparency and alarm-event monitoring  Supports compliance, operational continuity, and safer fleet operations 	<ul style="list-style-type: none">  Vision Coach streamlines driver coaching by filtering only events that are important and actionable  Identifies safe and high-risk drivers, ranks them by risk level, and measures coaching effectiveness by driver, coach, and site  Comprehensive trend and coaching reports - including mapped event data - provide clear visibility into recurring risky behaviours and accident locations, enabling targeted interventions and safer operations
Hardware Required	Streamax - Safeguard Compatible Camera with DSM Camera	Requires a FM Premium Device with configurable events Supports both Cathexis or Streamax Cameras, with or without AI	Requires an FM Essential or FM Premium Device Supports both Cathexis or Streamax Cameras, with or without AI	Supports both Cathexis or Streamax Cameras, with or without AI

Powerfleet (Nasdaq: PWFL; JSE: PWR; TASE: PWFL) 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.

The company is headquartered in New Jersey, United States, with offices around the globe. Explore more at www.powerfleet.com.

