

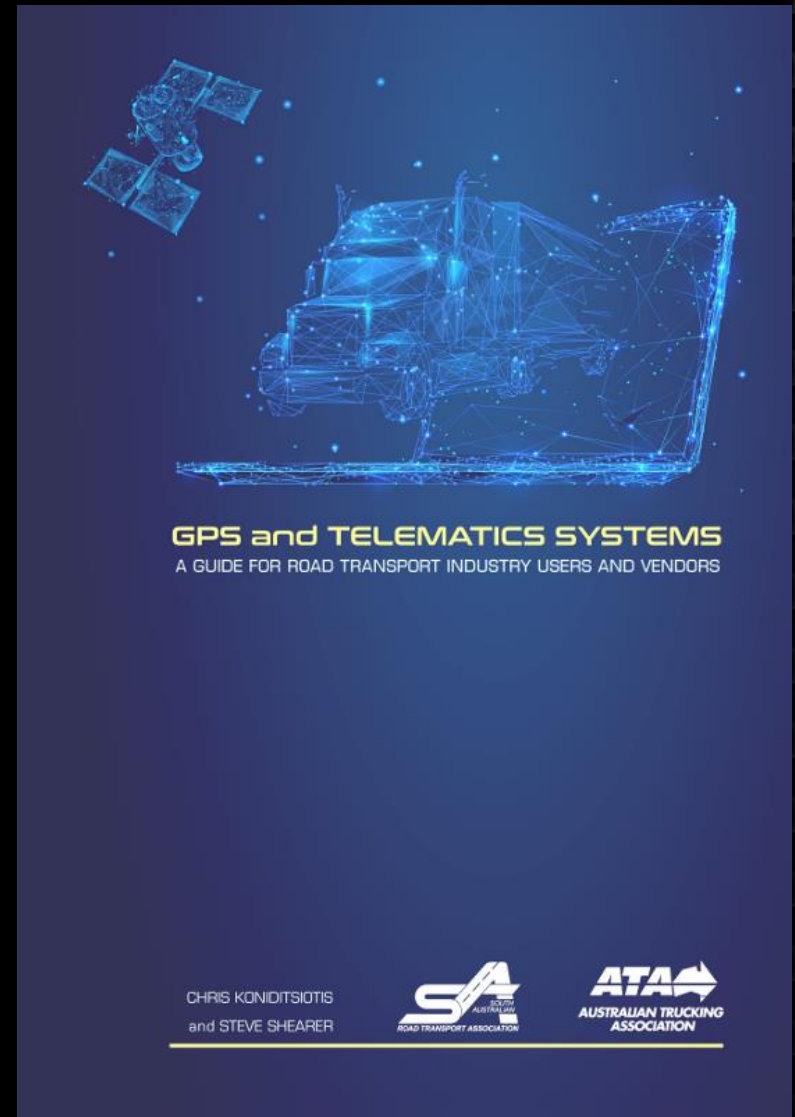
GPS and Telematics Systems

A Guide for Road Transport Industry Users and Vendors

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'Wisdom in determining ends and the means of attaining them'

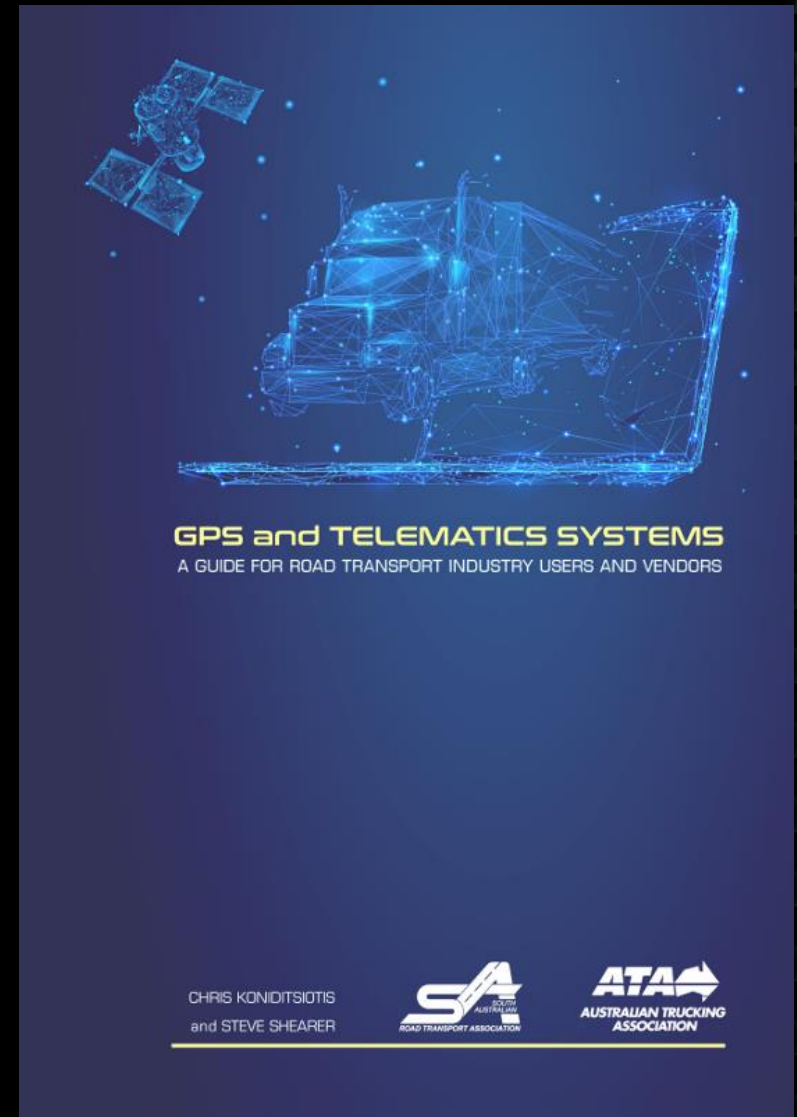


Road Transport Industry

Very optimistic about **operational management applications**.

79% also noted benefits in their **compliance monitoring applications**.

However, the industry expressed dissatisfaction with how suitable some GPS and telematics systems are for more demanding **compliance monitoring applications**.

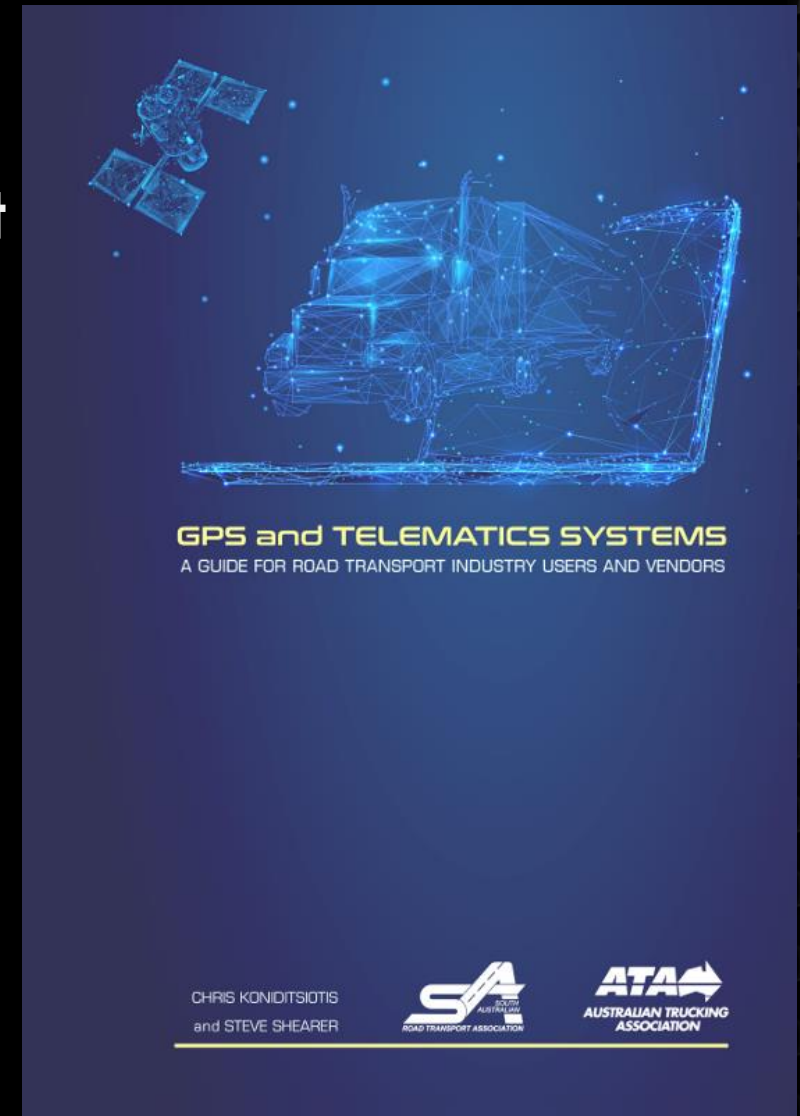


Key guidance

1. Determine uses and current environment

Thoroughly assess why you want to use GPS and telematics systems, identifying **explicitly** the **intended applications** and your **operational environment** (your existing systems and business processes).

Adopt a structured **change management approach** addresses both **operational processes**, **interoperability** and **human factors**.

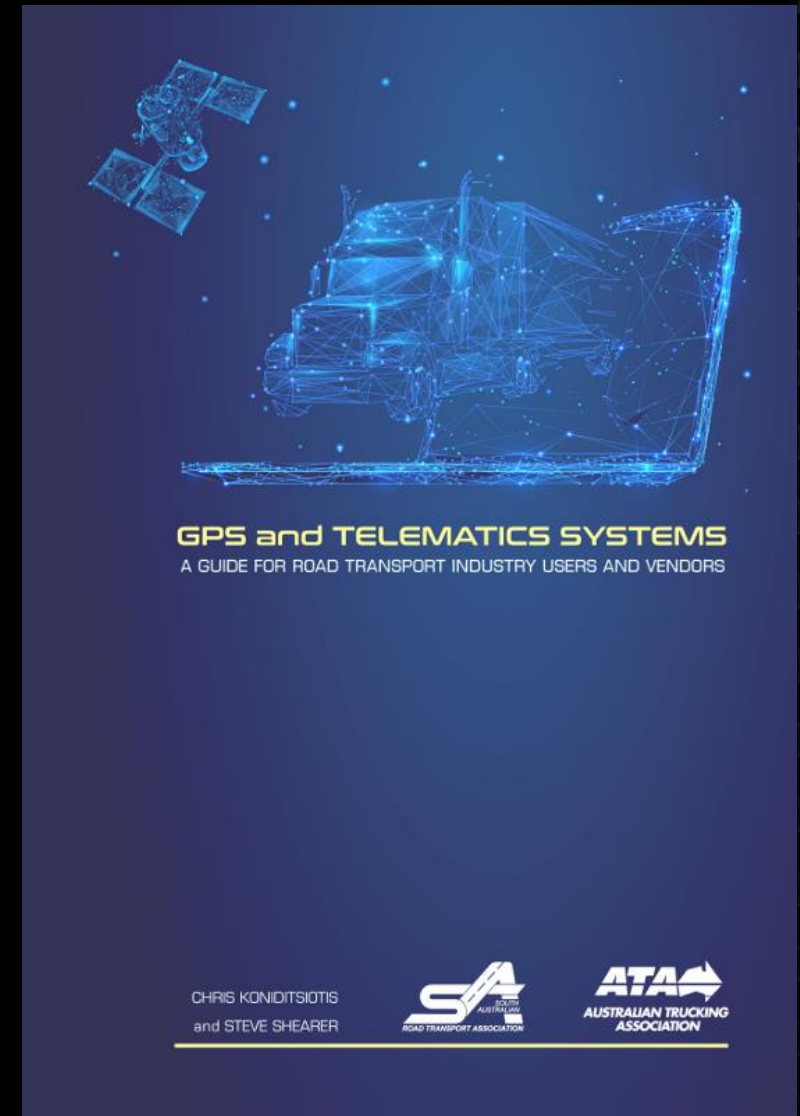


Key guidance

2. Ensure alignment between user needs and vendor systems

Fully document your needs and engage with vendors to align them with the vendor systems' capability and capacity.

What products and services are included and not included? For example, it is not helpful to be polling every 10 minutes and expect success with compliance monitoring applications.



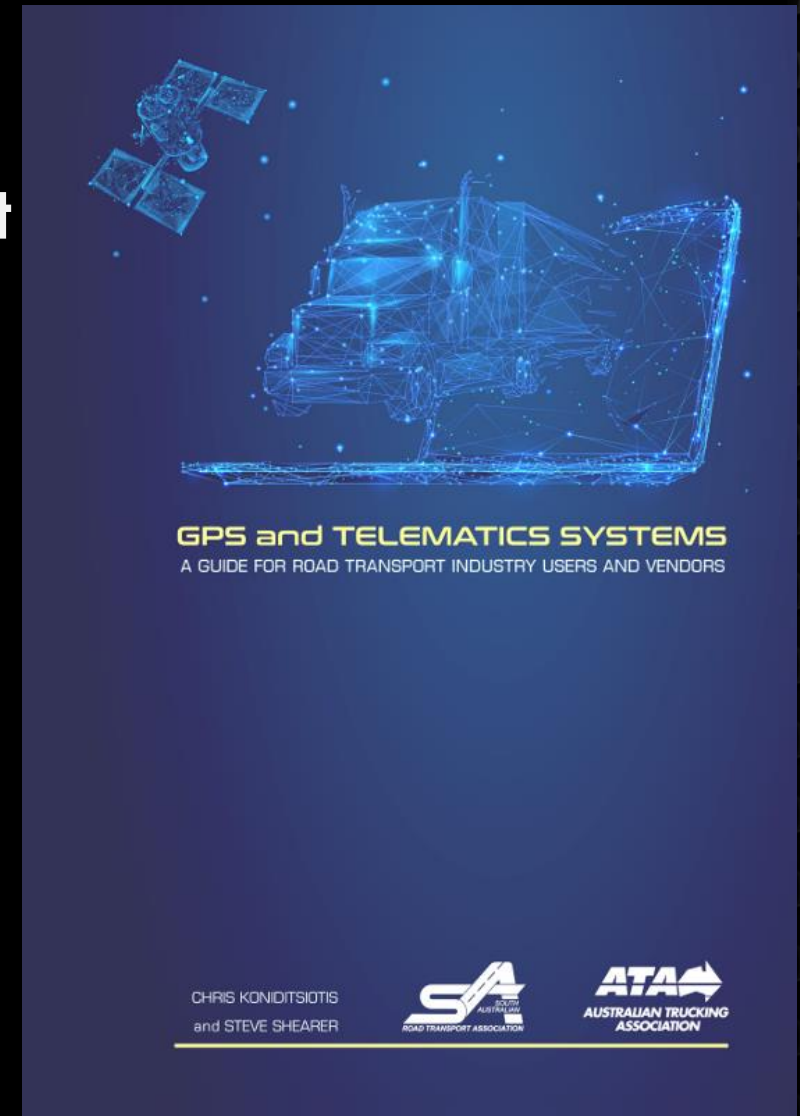
Key guidance

3. Training, technical and customer support

Agree with the preferred vendor on the **training, ongoing technical and customer support** that you require.

Road transport industry found unsatisfactory experiences in:

- training and ongoing support (53%)
- customer support (47%)
- technical support (47%).

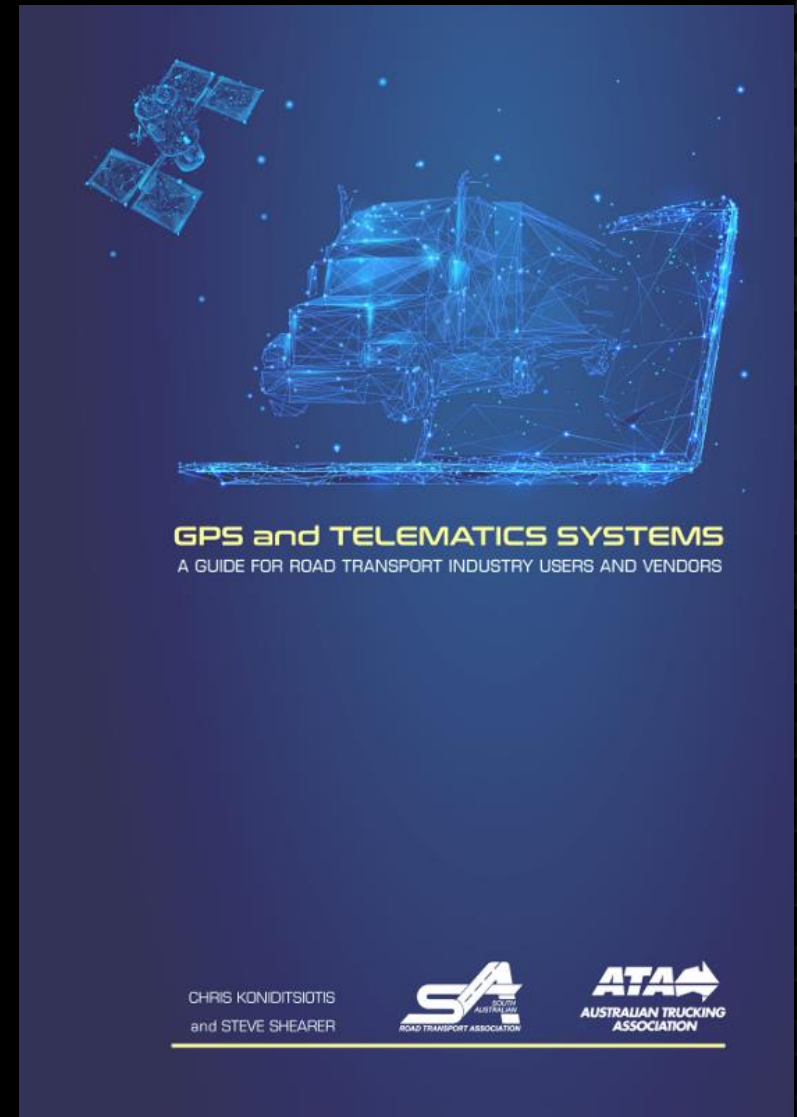


Key guidance

4. System life cycle costs

Ensure you fully understand all the costs for the life of the systems and services.

37% of the road transport industry found pricing to be unsatisfactory.

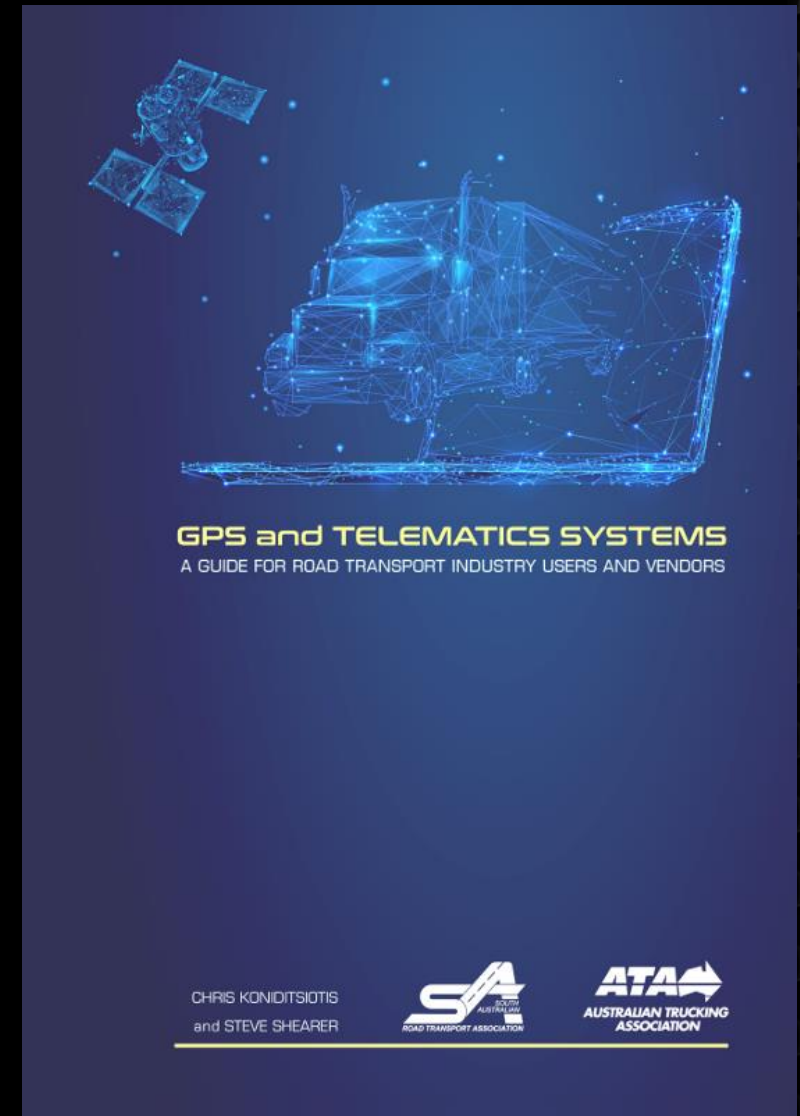


Key guidance

5. What is collected, stored and accessed

Understand and agree with the vendor:

- on what telematics data is **actually collected** (not simply what data you are using and hence you believe is being collected)
- what **reporting** will be provided
- **where** the data is being stored (and for how long)
- **who** has or might be given **access** to this data, including recognising enforcement agencies' access post-incident.

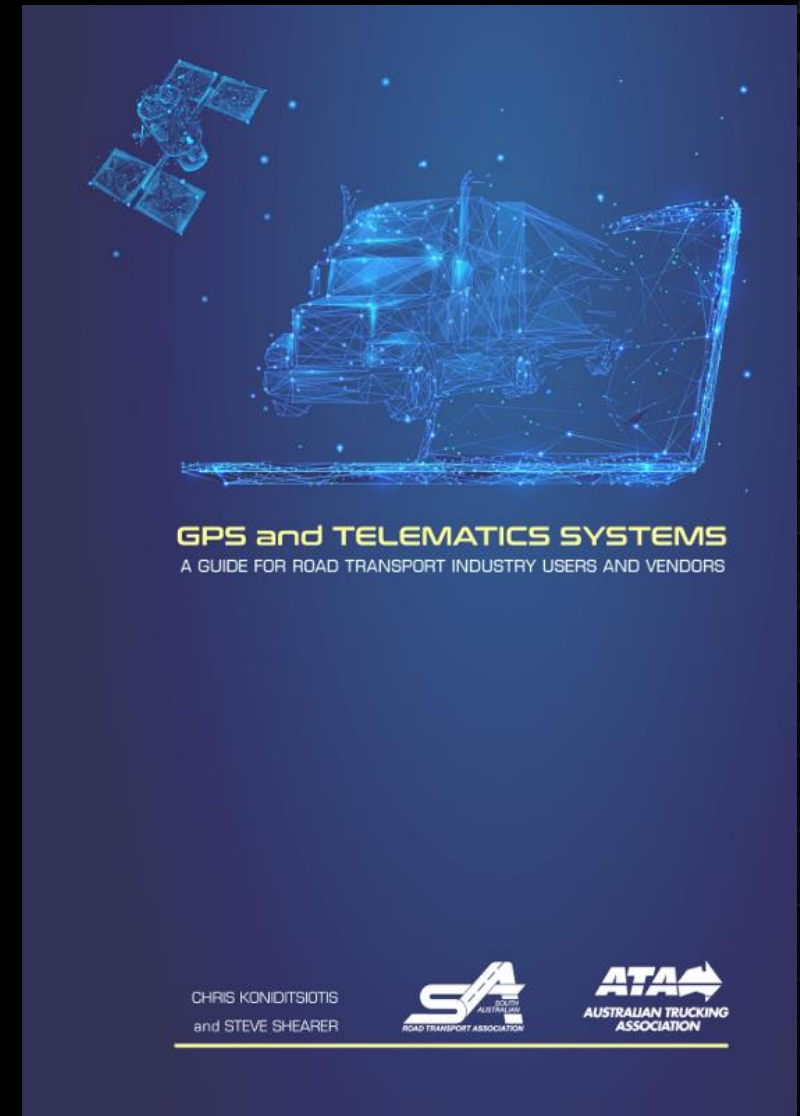


Key guidance

6. Choice of system type

Consider using GPS and telematics systems certified in Australia by Transport Certification Australia to ensure accuracy and reliability that meet your needs.

This approach helps avoid exposing your business to the risk of enforcement agencies' possible erroneous analysis of less accurate and unreliable systems and data.



Conclusion

GPS and telematics systems have been and continue to provide significant benefits to the road transport industry.

GPS and telematics systems are not all the same. Road transport operators face risks if the chosen system is not sufficiently reliable and accurate in addressing their needs, as well as what data is collected and how it is stored and accessed by others.

