

Key Points To Consider When Choosing A Fleet Vehicle Installation Provider

When installing a fleet management solution, the partner you choose for the project can make or break its success.

A completely integrated fleet management solution includes a successful installation. Don't forget the old saying, "The feeling of a dollar saved wears off when you have to pay to get the job redone correctly." Save everyone the time, money, and aggravation and do it right the first time. The installation is often the last piece of the project that anyone puts any thought into. Contrary to popular opinion, the installation should be one of the main priorities of a solid project plan. The vehicle installation will be exposed to extremes in temperature, motion, abuse, voltage irregularities, tampering, and vandalism — to mention a few. The vehicle will be the main focus of your new system and functionality. Is it worth saving \$30 to \$40 on the installation only to lose \$100s or \$1,000s — or worse yet, a customer — when the system goes down due to a poor quality installation? Do you use a bunch of local providers, or a national installation provider to manage the entire project? Actually, the question should be, do you want to pay for, find, and manage a lot of resources yourself to save a few dollars on the front end, or pay a little more and get the expert support and project management required to make your project a success?

Which Fleet Management Partner Is Right For You?

If you're asking yourself any of these questions, here are some facts to help you sort through the options and land on a decision. A national installation provider will provide you and your customers with:

- A national footprint of competent professionals to complete installations and service work anywhere the vehicles are located across the United States.
- A strong group of contracted partner technicians for overflow and service work across the United States.
- Experts in logistical and travel planning.
- Scalable operations to fit your specific needs whether it is a small or large project.
- A rapid response and deployment team for quick project turnaround.
- A knowledgeable partner to assist in pricing, project planning, and deployment.
- The ability to complete and manage all aspects of the project from vehicle installations to the in-building infrastructure for

RFID (radio frequency identification), WLAN, inventory systems, GPS tracking, laptops, scheduling, and dispatch systems.

- A staff of project planners, managers, supervisors, and technicians.
- A "McDonald's" approach to the installation process and procedures — all installations will be completed consistently regardless whether it is in Florida, New York, or California.
- Project management with online reporting that will exceed your customer requirements regardless of the project size, from 10 to 20,000+ vehicles.
- Real-time data management online for both the customer and integrator.
- Technicians equipped with handheld PDAs with bar code scanners for accurate data entry in the field.
- Pictures of the installations to document the installation and quality control.
- Electronic data and signature capture.
- A high level of liability and completed operations insurance coverage.
- One point of contact that is responsible for all of your scheduling, project management, and vehicle needs across the entire project.
- A financially strong organization that can support and stand behind its service both today and tomorrow.

The difference between the multiple local installer and the large national provider approach is that if you are looking for a consistent installation, accountability, and professional project planning, your best bet is to use a provider that can offer all of these options. I have seen many companies try to be everything to everybody by selling product and then trying to service and install that product themselves and failing miserably. It is important for all of us to focus on our specialty. I suggest using a solid installation partner that can serve alongside you in the process to deliver a valuable world class experience for you and the end customer. ●



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