

A GUIDE TO MACK TELEMATICS





Have you ever wondered how you can possibly manage and monitor all your drivers' needs when they're out on the road?

Historically, fleet managers have had no way to keep up to date with what's going on in and around their trucks without crippling the productivity of the driver.

It's not such a problem in the modern world. There are digital resources that were just a pipe dream for fleet managers around a decade ago; science-fiction-like technologies that sound too good to be true - or at very least too expensive to be feasible.

Telematics are now widely available in all Mack trucks with a Euro5 group engine, giving fleet operators an entirely new tool to improve their services and dramatically cut back on their daily fuel consumption. This eBook will guide you through everything you need to know about Mack telematics.



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A large Mack truck with a trailer is driving on a road at dusk. The truck is silver and black, with 'MACK' and 'VANDREY' visible on the front. The sky is cloudy and the road is dark.

WHAT IS TELEMATICS?

Telematics technology is the use of sensors to constantly monitor and transmit data from the vehicle back to headquarters.

This could be fuel consumption levels, average speed, braking force, gear change data and driver behaviour.

Vehicles are tracked via satellite, and real-time information is sent through the telecommunications network back to the office.

Telematics has been in development for the best part of two decades. Now, thanks to Australia's maturing broadband and wireless networks, the recent proliferation of mobile devices, and the sophistication of modern manufacturing, they are finally ready for wider adoption in the commercial vehicle market.

A report from the Australian Electrical and Electronic Manufacturers' Association (AEEMA) even took a stab at trying to work out the added value of a telematics package, with managers in line for an average projected net savings of at least \$50,000 per vehicle per year, the organisation predicted.

In short, there is a huge business case for looking at using telematics in your trucking fleet today. In terms of more specific benefits, the technology hits some of a fleet manager's key and consistent concerns.



WHAT ARE THE BENEFITS OF TELEMATICS?

In terms of benefits, a fleet manager with telematics equipped in their trucks can find a range of advantages to put them ahead of the game.

KEEP TRACK OF FUEL USAGE

With fuel prices always on the up, a fleet manager may be under constant pressure to reduce their operating costs. The biggest impact on fuel, other than vehicle choice, is how the employee is driving the vehicle.

Telematic systems look at specific driving style parameters, and in turn alert the operator if a vehicle is being driven in an economical way or if there is room for fuel-efficiency improvement.

CUT COSTS

On top of the cost reductions in improving fuel economy across the board, optimising routes help to reduce the time drivers spend on the road and idle in traffic. A manager will have accurate data on how individual drivers can develop their skills for the good of the bottom line.

A BASIS FOR DRIVER TRAINING

Driving style has a huge impact on safety and the amount of wear and tear that vehicles are exposed to. Metrics such as anticipation and braking, time idling, speed adaptation, and engine and gear utilisation give managers an overview of who their most efficient drivers are, providing a score from one to 100 on their key driver characteristics.

Operators then have an overall score for their drivers, whose company-wide rankings are visible on the software. Because it's common for two drivers to share a journey, focusing on the individuals provides more accurate data from which to drive improvements.

PLANS FOR MAINTENANCE

Each vehicle is also carefully monitored throughout the day, meaning managers have more data from which they can plan routine maintenance. By seeing the vehicle's current odometer readings, users know when the vehicle is getting close to its next scheduled service.

Mack telematics are particularly useful during long-haul journeys. If a truck operates in another state or away from your base, you can see the closest authorised dealer to your vehicle via the portal, along with contact details so you book your vehicle in.

As with all the data provided by Mack telematics, managers can view it on their desktop computers or via the mobile apps, so they're never without the resources needed to improve their fleet management capabilities.

PROVIDE BETTER SERVICE

Intelligent monitoring allows you to view your trucks in real time on a digital map, keeping track of where they're going and where they've been. If your customer asks how long a delivery will be, you're just a few clicks away from a portal that shows you exact data.

By setting up geofencing, telematics software will alert fleet operators when a truck reaches a target point, such as a supplier, construction site, or their delivery destination.

Whatever your key goal is for improving your fleet, telematics provides the data needed to make smarter decisions. Fortunately, Mack has developed the perfect packages for our trucks.



MACK'S TWO TELEMATICS PACKAGES

We have developed two telematic packages to help fleets find new levels of efficiency - reports and positioning. These can be used separately to deal with specific business challenges, or combined for maximum effect.

REPORTS PACKAGE

There is a double benefit from cutting back fuel consumption. Managers can reap the rewards for finding efficiencies that help have less of an environmental impact and saves them on the bottom line, too. Our report package (also called our Fuel & Environment package) is designed to give in-depth detail on how their machines and drivers are performing.

Information can be collected and pulled from the software to create a wide range of useful documents, including:

- Overview report
- Mileage report
- Summary report
- Detailed report
- Exception report
- Tracking report
- Fuel & AdBlue report
- High exhaust emission
- Environmental report
- Time report
- Odometer report
- Fuel level change



MACK'S TWO TELEMATICS PACKAGES

POSITIONING PACKAGE

Using global positioning systems, optimal routes can be calculated, and altered should traffic patterns or roadwork delays change. Drivers can be tracked and geofences can be set up to alert staff back in the office when deliveries or pickups are made. This helps with day-to-day operations, providing the tools to improve customer service and efficiency.

Our positioning package has a range of features, including:

- **Geofence crossing**
- **Route calculation**
- **Position and tracking**
- **Address lookup**
- **Customer online tracking**
- **Route history**



WHAT TO DO NEXT

If you would like to look into introducing telematics in your fleet, reaping some of the benefits already on offer to thousands of Australia's fleet managers, your local Mack dealer will be able to help.

By choosing the right vehicle for your jobs, incorporating the best features such as Mack telematics, and using Mack's driver development program to improve your employees' understanding of their tools, greater fleet management is not far away.



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