TRAKOPOLIS®
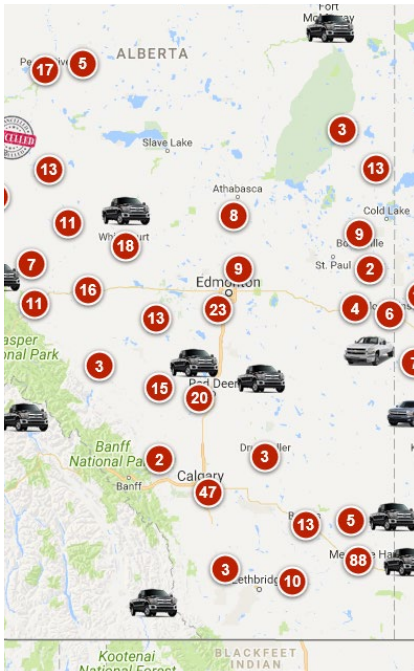# Case Study

How one customer reaped the benefits of switching to Trakopolis fleet management without having to invest in new hardware

> **"***With Trakopolis, we're making use of both built-in and custom analytics and reporting through Microsoft's Power BI to get a better handle on our cost of maintenance, cost of fuel, and the performance of our drivers - all on one dashboard.***"**

1 | FINDING A VENDOR THAT MET EXPECTATIONS

Our customer is a leader in delivering energy services that include design and engineering, project management, construction, commissioning and maintenance of its various offerings: control systems, electrical services and instrumentation, renewable power and modular solutions. With a workforce that is constantly on the move, the company needed a Fleet Management solution that would track driver behaviour, mobile asset location, usage, diagnostics and maintenance requirements. The customer also had proprietary GIS maps of its territory and job sites and wanted to integrate them into the system.

The company had invested in a previous fleet management solution but found that neither the system performance nor the level of customer service was up to their standards, nor met their requirements. They needed a reliable solution that could provide easy-to-use advanced analytics and reporting, without needing to spend more on new hardware or replace their hardware supplier.

> *"There were ongoing problems with the last vendor platform," explained the customer representative "like not being able to see all of our assets, inaccurate information because of too few data points, and poor customer service leading to finger pointing and unresolved issues."*

2 | RETAINING HARDWARE AND IMPROVING RELATIONSHIPS

It was important to the customer that they retain their legacy hardware – more than 600 units – and extend the return on their investment. They needed the gateway devices, and all the connective and supporting infrastructure, to be ported over to the new fleet management platform. Finally, they had a tight implementation schedule, and wanted a phased rollout approach to ensure any problems were addressed as they arose.

Knowing the customer wanted to keep their third-party hardware, Trakopolis' first order of business was to establish a mutually-respectful relationship with the hardware supplier, then work on migrating the unfamiliar devices effectively.

"Trakopolis had never seen most of our legacy devices before this project, yet they were able to migrate them into their fleet management platform very quickly and cost-effectively. They also had a structured plan, and collaborated really well, making it as painless as possible."

During the discovery phase of the project, Trakopolis' R&D team was able to improve the scripts on the legacy hardware, allowing for increased accuracy in telematics and engine diagnostic reporting. With these improvements, we were able to correct non-responsive units and restore any device-buffered data to the Trakopolis platform.

3 | THE ADVANTAGES OF HARDWARE AGNOSTICISM AND ROBUST ANALYTICS

Following an established and coordinated approach, Trakopolis worked closely with both the customer and the hardware supplier to evaluate the gateway devices and establish a protocol for the port-over work. A lot of information needed to be gathered:

- What were they wanting to track?
- What gateway devices were associated with which vehicles?
- Which telecom numbers were assigned to which devices?
- Fleet identification profiles: vehicle make, model, year, licence number, odometer reading, etc.

The R&D team then created scripts to communicate with the new devices and updated the gateways to accept the new device-type messages so that the requested data could be made available and usable to the customer. As the devices were brought on line, any buffered data was successfully transferred over to the Trakopolis platform. With the new scripts, the gateway devices could now securely be used for GPS tracking and as a Wi-Fi hot spot in some vehicles.

The rollout included advanced test cases, then cluster implementation. We encountered several devices that were not reporting on the previous platform for a variety of reasons. Once identified, the customer was able to send a technician to location and work with us to address the issue. We also established better device installation methods, which have now been implemented across the board. By switching over to Trakopolis, the customer benefited from around-the-clock support via telephone or email.

The Trakopolis solution provided robust analytical reporting right out-of-the-box and could also pull the data into Microsoft's Power BI -- which is integrated with the Trakopolis platform -- for customized advanced analysis and reporting, proving very advantageous to the customer.

"*We received all configuration parameters in a timely fashion, allowing us to be efficient in completing the project,*" said the lead technician on the hardware side. "*Trakopolis was very professional to work with and provided our technicians with thorough training on their installation standards.*"

Because of our proven methodology and the strong working relationship among the customer, the hardware supplier and Trakopolis, the migration went smoothly, and rollout took just four months from start to finish.

4 | SNAPSHOT

Date: 2016
Customer: Services Provider
Industry: Energy
Solution: Fleet Management with Port-Over

Requirements

- Implement reliable fleet management with easy-to-use advanced analytics and reporting
- Retain legacy hardware and supplier relationship – tight schedule
- Incorporate proprietary GIS maps of customer territory and job sites

Trakopolis Solution

- Led phased rollout with advanced cases, then cluster implementation
- Brought non-responsive units online and improved data collection
- Improved relationships, protocols and scripts for porting over customer's hardware to Trakopolis IoT platform

Results

- Buffered data was transferred over as devices were brought on line
- Gateway devices now securely used for GPS tracking and as a Wi-Fi hot spot
- Robust reporting with Trakopolis fleet management and access to advanced analytics with Microsoft's Power BI

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