

WHITE PAPER

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**FleetOutlook 360:**  
Where Knowledge Takes Action

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# Increasing Productivity Using FleetOutlook







**CalAmp's FleetOutlook 360 is a comprehensive approach to leveraging your FleetOutlook investment for maximum value.**

**The process of optimizing your fleet takes a steady flow of information. The more you know, the more you can do. FleetOutlook has the tools and technology that let you approach improving your business from all sides. Build operational efficiencies. Eliminate waste. Improve driver awareness and safety. Implement best business practices. Spend less. Earn more.**

**When you can see your fleet operations from every angle, the possibilities are endless.**

**FleetOutlook 360  
Where Knowledge Takes Action**



## INTRODUCTION

Increasing your fleet's productivity is the most effective way to impact return on investment (ROI). To do this, you must first monitor current productivity levels and then implement a plan for optimizing them. As a CalAmp customer, you have access to valuable tools and methods for accomplishing this. FleetOutlook enables you to evaluate current productivity levels and implement immediate change to positively impact your bottom line.

## OBJECTIVES

- Understand key opportunities for increasing productivity
- Understand ways to monitor productivity using FleetOutlook
- Create real-time alerts
- Set up a productivity Dashboard
- Create and save a Productivity Report
- Schedule Reports for automatic delivery
- Learn best practices for impacting productivity.

## IDENTIFYING OPPORTUNITIES

The key to increasing productivity is to first identify available opportunities. These opportunities can be as simple as finding a more efficient way to move vehicles out of the yard on time each morning, identifying long stops throughout the day that jeopardize work schedules, or simply identifying and eliminating non-work related stops. They can also be as complex as examining routing statistics to optimize job scheduling.

Both types of opportunities are easy to spot and correct using FleetOutlook. The key is to understand how to use the tools it provides to set up rules that impact productivity and then to utilize available reports to measure success.

## FLEETOUTLOOK PRODUCTIVITY TOOLS AND REPORTS

FleetOutlook productivity tools and reports fall into two distinct categories, Active and Passive. Both are used to impact productivity numbers for the fleet.

**ACTIVE TOOLS AND REPORTS:** Productivity alerts are real-time alerts that are set up to notify supervisors of incidents that lead to loss of productivity. FleetOutlook can send real-time productivity alert notifications such as email, text messages and FleetOutlook User Interface messages. These alerts are defined for vehicles that depart late from the yard or make long stops during the day (i.e. Vehicle 123, 2nd Alert, Late Depart, 15 minutes late). Alerts can be assigned to groups of vehicles, types of vehicles, individual vehicles, and groups of drivers or an individual driver. Users are able to build alerts that work with the specific driver's work schedules.

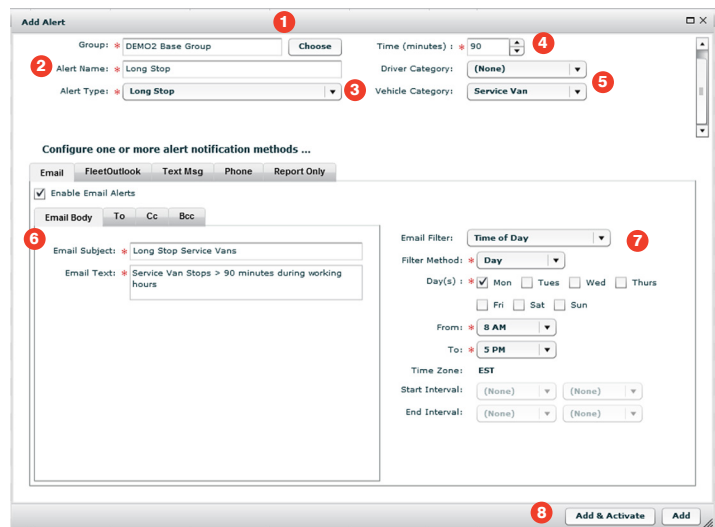
Active alerts are excellent tools for allowing remote employees to monitor the workforce. Care should be used when defining their minimum value so too many alerts are not triggered.

**PASSIVE TOOLS AND REPORTS:** Productivity monitoring is an integral part of the FleetOutlook system. FleetOutlook users can set up productivity monitoring in the Dashboard and Reports tabs. Each of the available graphs can be very useful for different levels of management.

## PRODUCTIVITY ALERTS

You must log into the FleetOutlook Administrator portal to set up productivity alerts. If you do not have admin access please contact your FleetOutlook system administrator to obtain access. Alerts are located on the Alerts tab of the FleetOutlook Administration portal. Once you are logged into the FleetOutlook Administrator portal, complete the following steps to set productivity alerts:

1. On the Inactive Alerts sub-tab click "ADD."
2. In the Add Alert Box choose the group to assign the alert. Alerts will be automatically applied to all vehicles in the selected group and also to the sub-groups.
3. Input an Alert Name. This should be a name that is easily identifiable such as "Long Stop>90 minutes during working hours."
4. Select the "Long Stop Alert."
5. Input the Time in minutes.
6. Select a Driver or Vehicle Category. These are user defined fields located in the Driver or Vehicle Tab in Admin. They are available but not required.
7. Select Notification Type (Email, FleetOutlook, Text Message, Report Only). The FleetOutlook notification will display on the Vehicle Summary and Vehicle Breadcrumb tabs.
8. Add and Activate the alert.



1. Choose the Group
2. Input an Alert Name
3. Select the Alert Type
4. Input the Time in Minutes
5. Select Driver or Vehicle Category
6. Select Notification Type
7. Configure Filters
8. Add and Activate Alert

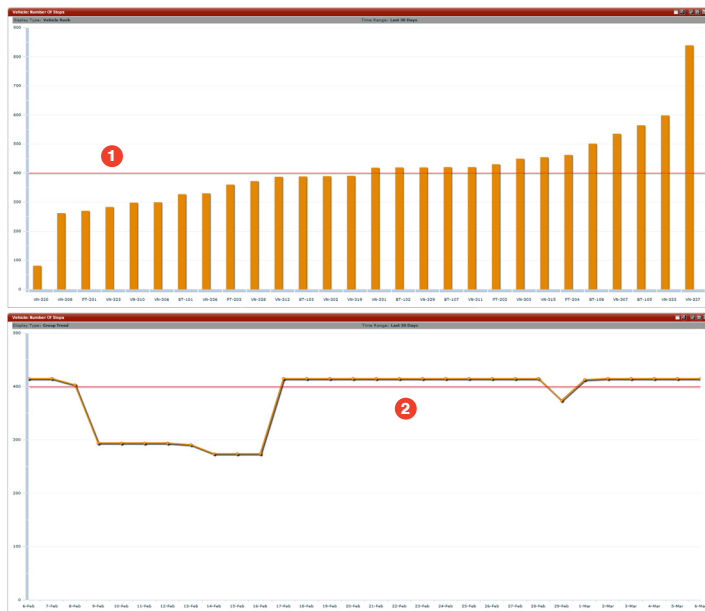
Contact Client Services to join one of our online training sessions for further information on alerts. You can also use the HELP button located on the top right of FleetOutlook or FleetOutlook Administrator for additional assistance.



## DASHBOARD

The Dashboard offers four main options to graphically monitor productivity.

1. Data Source Monitored: The Data Source option produces both vehicle and driver metrics for your entire fleet.
2. Productivity Metric Monitored: The productivity metric option graphically displays the following:
  - a. First Ignition On Time
  - b. First Landmark Departure Time
  - c. First Stop Time
  - d. Last Ignition Off Time
  - e. Last Landmark Arrival Time
  - f. Last Stop Time
3. Display Type: The Display Type option allows for the following:
  - a. Group Trends
  - b. Sub-Group Trends
  - c. Driver or Vehicle Ranks
4. Time Range: The Time Range option allows you to select the following three time periods for reporting:
  - a. Last 7 Days
  - b. Last 30 Days
  - c. Last 12 Months



### 1. Company Policy 2. 30-Day Trend

The Dashboard allows all users to easily see the metrics achieved by the Fleet, Sub-Groups and Drivers. These can be easily exported and posted to show results by completing the following steps:

1. Select Data Source (Driver Utilization or Vehicle Utilization).
2. Select the Metric (which column in the report).
3. Select the Display Type (Group Trend, Subgroup Ranks, or Driver Rank).
4. Select Chart Time Frame (7 Days, 30 Days, or 12 Months).
5. Add a Benchmark.
6. Save and Display.

Contact Client Services to join one of our online training sessions for further information on the Dashboard. You can also refer to the FleetOutlook User Guide located on the Support tab or use the Dashboard Users Guide on the Dashboard tab.

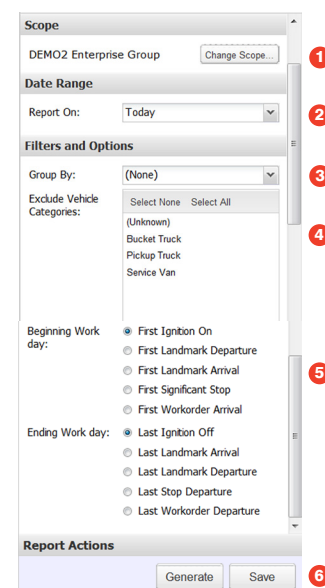
## REPORTS TAB

The Interactive Reports tab offers multiple reports that contain productivity information. This allows you to monitor several key metrics on one report. The following two Driver Utilization reports are available through this option:

1. Driver Utilization Summary Report: The Driver Utilization Summary Report provides summaries of the average productivity times throughout your entire fleet or a selected group. This allows you to quickly get an overall assessment of the fleet or make comparisons between groups.
2. Driver Utilization Detail Report: The Driver Utilization Detail Report allows you to quickly rank individual driver and vehicle productivity.

The Driver Utilization Summary Report is the most commonly used report. Complete the following steps to run this report:

1. Select the Report tab in FleetOutlook.
2. Click on the Driver Utilization option in the productivity group.
3. Set the Scope of the report.
4. Select a reporting period.
5. Select the Group By (this option allows management to make indexed comparisons through the organizations by group).
6. Select Exclude Group Category (this option allows users to exclude vehicle categories that do not have standard departure times).
7. Set the Work Day definition (this number should remain constant from the time the productivity reduction initiative is launched).
8. Generate the report.
9. Save the report (when picking a saved report name, select one that easily identifies the scope and time frame of the report. (i.e. Weekly Driver Utilization, Bob Jones Group).



1. Select Scope
2. Select Date Range
3. Select Group
4. Exclude Specific Vehicles
5. Define Your Work Day
6. Save or Generate the Report



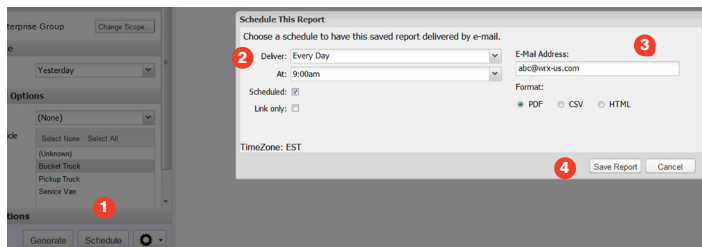
There are additional features that can assist in identifying high productivity. These include using the Set Shading Rules tools in the Productivity Reports. By highlighting the productivity times above the published metric number in Red on automated reports, the productivity opportunities are quickly identified. Use of the column sort feature will quickly rank drivers by productivity times.

Contact Client Services to join one of our online training sessions for further information on the Reports. You can also refer to the FleetOutlook User Guide located on the Support tab or use the Reports Users Guide on the Reports tab.

### AUTOMATIC REPORT DELIVERY

Scheduled deliveries of reports are an integral way to assist in optimizing productivity time. Scheduling these reports allows users to monitor their own behavior, supervisors to monitor their group, or company owners to monitor results without the need to access the system. Complete the following steps to schedule automatic report delivery:

1. Select the Schedule Button (if you do not see this option, save your report).
2. Select the Delivery Option (Every Month, Every Week, or Every Day).
3. Leave the Schedule Button Checked (it is checked by default).
4. Add email address (you can add multiple addresses by separating by a comma).
5. Select Format (PDF, HTML, or CSV).
6. Save the Report.



**1. After the Report is Saved the Schedule Button is Enabled 2. Set Delivery Schedule and Time 3. Enter E-mail Address and Select Report Format 4. Save the Report**

Contact Client Services to join one of our online training sessions for further information on the Reports. You can also refer to the FleetOutlook User Guide located on the Support tab or use the Reports Users Guide on the Reports tab.

### EXAMPLE

The following is an example of how one CalAmp customer increased productivity by using FleetOutlook.

A midwest service fleet was able to identify several key opportunities to impact its productivity through the use of FleetOutlook. The fleet consisted of Home Start and Yard Start vehicles. By using standard FleetOutlook reports to identify average landmark departure times for each group, the first opportunity was immediately obvious. Their baseline metric was Home Start vehicles, which departed for their first job on average 45 minutes after the start of their scheduled departure time. After looking at Yard Start vehicles next, it was found that they departed for their first job an average of 1:15 minutes after their scheduled departure time. The customer took several specific steps to increase productivity for both types of vehicles. They created and automated a custom Driver Utilization report, enabled the Dashboard, and created a series of Driver Schedule alerts to measure departure times. Through these efforts, the customer reduced overtime immediately and added two jobs a week per driver.

### BEST PRACTICES

Best practices are policies and application tools that CalAmp customers are using to increase their productivity. Some of these practices may not fit your organization but will give you a good starting point.

- Create the baseline for where your current productivity numbers are for the fleet. This will allow you to accurately measure the results of each change, as it is implemented.
- Measure productivity per week. Using a weekly number won't add an extra burden to managers but will allow them to effectively institute change in the organization.
- Set a goal and publish it throughout the company. Companies achieve the best results when the entire organization clearly understands the goals.
- Offer incentives for best behavior. By rewarding good behavior the system will be seen as beneficial to the driver rather than just to management. Some of our customers award gift cards to drivers with the best behavior.
- Publish results throughout the organization using the Dashboard and Report options to reinforce the value of the system.
- Provide daily reports to drivers or tech managers to allow them time to change behaviors before the weekly published reports are generated. Reports sorted in descending order by departure times add extra incentive to not be at the top of the list.
- Provide weekly reports that are delivered automatically every Monday. This is a good way to summarize the prior week's activities.
- Provide monthly reports. This is an excellent way to summarize time savings for the fleet.
- Productivity alerts can be used to help managers improve behavior.
- Set up benchmark lines on the Dashboard so that everyone that logs into the system is reminded daily of the goal and current results.
- Show peer comparisons by running Summary Reports grouped by managers. This is an excellent tool for identifying managers that are performing exceptionally and leveraging their best practices across the organization.



## SUMMARY

Productivity optimization is a top-down initiative with some specific steps.

- O** Opportunity identified
- V** Verbalize the goal
- E** Enable FleetOutlook tools
- R** Reports scheduled
- T** Track results
- I** Implement changes
- M** Measure results of changes
- E** Enjoy the savings

Remember, productivity is the strongest ROI in the FleetOutlook system and the pay back can be significant. There are also additional immeasurable benefits including happier customers and more on time arrivals.

If you are unable to achieve your productivity goals please call CalAmp at (866) 456-7522 and ask to speak with a FleetOutlook 360 team member. We look forward to assisting you to meet your productivity goals.

## IDLE REDUCTION WORK SHEET

Productivity Baseline: \_\_\_\_\_

Productivity Goal: \_\_\_\_\_

### FleetOutlook Tools Used

- |  |  |
|--|--|
| <input type="checkbox"/> Dashboard Charts          | <input type="checkbox"/> Late Departure Schedule Alerts        |
| <input type="checkbox"/> Daily Reports             | <input type="checkbox"/> Email Notification                    |
| <input type="checkbox"/> Weekly Reports            | <input type="checkbox"/> FleetOutlook Notification             |
| <input type="checkbox"/> Monthly Reports           | <input type="checkbox"/> Text Notification                     |
| <input type="checkbox"/> Scheduled Reports         | <input type="checkbox"/> Late Departure Driver Schedule Alerts |
| <input type="checkbox"/> Long Stop Alerts          | <input type="checkbox"/> Email Notification                    |
| <input type="checkbox"/> Email Notification        | <input type="checkbox"/> FleetOutlook Notification             |
| <input type="checkbox"/> FleetOutlook Notification | <input type="checkbox"/> Text Notification                     |
| <input type="checkbox"/> Text Notification         |  |



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