How to Choose the Right Fleet Maintenance Management Software
WITH THE RIGHT FLEET MAINTENANCE MANAGEMENT SOFTWARE SYSTEM, THE TRIALS AND TRIBULATIONS OF RUNNING AN EFFECTIVE FLEET PROGRAM ARE LESSENED.

In this guide, you’ll find a checklist of features to look for when researching different software solutions, tips for determining your organization’s wants and needs and advice for selecting an effective software vendor.
The Checklist

An effective fleet maintenance software system should:

- Decreases vehicle life-cycle costs
- Offers a fully integrated fuel and project management system
- Improves vehicle replacement planning and budgeting
- Helps ensure regulatory compliance
- Offers real-time and/or batch integrations with other systems (Example: Purchasing, Payroll and Vendor applications)
- Allows for customized workflows and customizable end-user screens
- Contains complete billing functionality
- Allows for customizable dashboards that support fleet workflows
- Provides complete repair parts procurement and inventory management functionality
- Offers tool tracking and non-vehicle asset management capability (Example: stationary equipment and accessories)
- Provides complete vehicle and repair parts warranty management
- Manages employee information, training and performance
- Provides fleet customers with maintenance appointment capability
- Manages vendors, contracts, services, etc.
- Runs on a robust, secure database (Example: Oracle or SQL Server) and is accessible via software that is readily available to end-users (Example: Chrome, Internet Explorer or Safari)

For more fleet management strategies, visit www.assetworks.com/fleet
The Essentials

When searching for a fleet maintenance software system, it’s important to know not only what your organization wants, but also what it needs.

Take some time to confer with employees across all departments in your organization about what features would improve their daily tasks. Look at any spreadsheets or databases currently being used to fill-in ‘holes’ in your organization's current system and consider them as candidates for elimination. Your software vendor can work with you to determine what is feasible for your organization.

Some essentials to consider for your fleet include:

Ease-of-use
- The fleet software needs to be easy-to-use and should maximize technician “wrench-turning” time.

Compatibility
- End-users should be able to use existing organizational software and hardware to access the new software
  - Examples: SurfacePro 4s, Microsoft Excel and Microsoft Outlook

Flexibility
- The ability to configure the software to support how you want to operate or manage your fleet maintenance and management operations.

Integration
- The software should be capable of integrating, in batch or real-time mode, with all organizational systems requiring or providing fleet data
The Vendor

In addition to finding a great software system, you also need to find a great software vendor. The relationship with your vendor is essential to your organization's success both during and after the implementation process.

When evaluating different software vendors, keep these qualities in mind:

History

• Is the vendor a proven software provider in the fleet industry? This could mean many things, like how many years they've been operating in the industry or how many customers they have.

• In addition to years in the industry, innovation is also an essential quality of a software vendor. Does your vendor have a proven track record of industry innovation?

Support

• When you invest in a new software solution for your fleet, you're going to need a solid support system in place. Does the vendor provide a human support option? Is there 24-hour support? What about emergency or “system down” support? These questions are important in order to understand what you should expect from your vendor when you really need them.

Technical Support

• In addition to general support, an effective software vendor should also provide in-depth technical support. This may include: application support, database support and reporting support.

References

• Checking references is a common step in any interview process. When choosing a software vendor, it's important to also check references so you can evaluate their implementation strategies and support.

• All effective fleet software vendors should have a list of customer references for you to contact. Ask their current customers about the software solution provided, as well as pre- and post-implementation processes and support.

Training

• No one invests in fleet software and automatically knows the complex ins and outs of the system. This is why training procedures are so important to your long-term success with the product.

• When looking into different vendors, ask about their training options. Do they offer end-user or “train the trainer” training?

Upgrades

• As we all know, fleet management software is always evolving. It is important for your software vendor to evolve with the technology too. When researching different vendors, ask them about how often they upgrade their product. Are these upgrades included as part of the software maintenance pricing?
THERE ARE MANY FLEET MAINTENANCE SOFTWARE SYSTEMS IN THE MARKET TODAY. MAKE SURE YOU CHOOSE THE ONE THAT WILL HAVE THE GREATEST IMPACT ON YOUR FLEET ORGANIZATION.

With a proven track record of over 35 years and more than 1,000 customers spanning both public and private industries, AssetWorks is a leader in developing solutions for fleet organizations.

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