



2023 Fleet Technology Trends Report in Australia and New Zealand

**verizon^v
connect**

Fleet technology is one of the best allies for businesses to drive results and build resilience

Technology has become essential for businesses to obtain results and growth beyond the global and local scenario.

Higher prices for fuel was one of the big challenges last year as well as cost of living and inflation in Australia, New Zealand and worldwide.¹

Businesses took action and focused on digitalization to continue to be competitive in a hyperconnected world in the next era of smart industry known as Industry 4.0.

Despite all the challenges and the uncertainty of the market, 2022 showed that confidence in fleet technology in Australia and New Zealand helped businesses to get results and stay competitive.

Beyond the standard benefits, fleet tracking helped businesses address the year's unique challenges, such as social distancing, home garaging, coordinating scheduling and dispatch from remote locations, and pivoting to remain efficient in the face of schedule upheaval.

The Fleet Technology Trends Report Survey conducted for Verizon Connect by ABI Research reported that **72% of fleets in Australia and 69% of fleets in New Zealand are using GPS tracking technology in 2022**, showing that it is consolidated and growing solution for businesses.

This report, based on surveys completed by more than 300 Australia and New Zealand fleet managers, executives and other mobile-business professionals highlights the value fleet businesses are achieving by investing in fleet tracking technology.

Here are some of the key takeaways:

- **88%** of survey respondents in Australia and **77%** in New Zealand who have a GPS tracking solution stated that it is “very” or “extremely” beneficial
- **37%** of respondents stated they reached a positive ROI within 3 months to 6 months and **49%**, between 7 months to 1 year in Australia
- **22%** of respondents stated they reached a positive ROI within 3 months to 6 months and **57%**, between 7 months to 1 year in New Zealand
- Customer service will make the difference in the near future that can help to improve customer retention and customer satisfaction. Concretely, **58%** of survey respondents in Australia reported improved customer service since they implemented a Fleet Tracking solution and **52%** in New Zealand
- **83%** of survey respondents in Australia and New Zealand who have a GPS tracking solution stated that it is “very” or “extremely” beneficial
- Beyond productivity, fleets are realizing material cost savings from fleet technologies: **49%** of those implementing GPS fleet tracking have lowered their fuel consumption, another **44%** have reduced accidents, and **28%** have lowered labour costs in Australia and New Zealand
- For smart technologies like smart video, **57%** of video solution adopters have reduced accident costs and **44%** have reduced insurance costs
- **63%** of respondents did not have a BEV (battery-electric vehicle) in their fleet. Although Australia and New Zealand are preparing for more widespread adoption, it still appears to be at an early stage as of 2022

The number of fleets using GPS tracking technology is 72% in Australia and 69% in New Zealand in 2022 showing that it is a consolidated and growing solution for businesses

Fleet Technology currently utilized:

Total Australia and New Zealand

71%

GPS tracking

46%

Field Service Management
(Scheduling, dispatch, communication)

42%

In-cab video (including front facing and driver facing cameras)

41%

Asset/ Trailer/ Equipment tracking

Australia 2022

72%

GPS tracking

47%

Field Service Management
(Scheduling, dispatch, communication)

45%

In-cab video (including front facing and driver facing cameras)

44%

Asset/ Trailer/ Equipment tracking

New Zealand 2022

69%

GPS tracking

46%

Field Service Management
(Scheduling, dispatch, communication)

39%

In-cab video (including front facing and driver facing cameras)

46%

Asset/ Trailer/ Equipment tracking



88% of survey respondents in Australia who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

77% of survey respondents in New Zealand who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

Fleet technology currently utilized by business size in **Australia**

■ Small

58%

GPS tracking

27%

Field Service Management
(Scheduling, dispatch, communication)

30%

In-cab video (including front facing and driver facing cameras)

30%

Asset/ Trailer/ Equipment tracking

■ Enterprise

89%

GPS tracking

71%

Field Service Management
(Scheduling, dispatch, communication)

61%

In-cab video (including front facing and driver facing cameras)

■ Medium

71%

GPS tracking

45%

In-cab video (including front facing and driver facing cameras)

47%

Field Service Management
(Scheduling, dispatch, communication)

41%

Asset/ Trailer/ Equipment tracking



Fleet technology currently utilized by business size in **New Zealand**

■ Small

53%

GPS tracking

48%

Field Service Management
(Scheduling, dispatch, communication)

■ Medium

73%

GPS tracking

40%

Field Service Management
(Scheduling, dispatch, communication)

23%

In-cab video (including front facing and driver facing cameras)

10%

Asset/ Trailer/ Equipment tracking

40%

In-cab video (including front facing and driver facing cameras)

42%

Asset/ Trailer/ Equipment tracking

■ Enterprise

80%

GPS tracking

90%

Field Service Management
(Scheduling, dispatch, communication)

80%

In-cab video (including front facing and driver facing cameras)

60%

Asset/ Trailer/ Equipment tracking



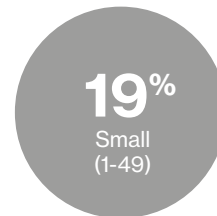
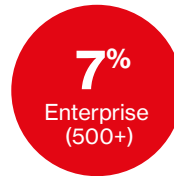
Enterprise: 500+ employees

Medium: 50-499 employees

Small: 1-49 employees

Top 5 segments that use this technology in their daily-business in Australia and New Zealand

Construction



76%

GPS Tracking

33%

In-cab video

35%

Asset/Trailer/
Equipment tracking

50%

Field Service
Management

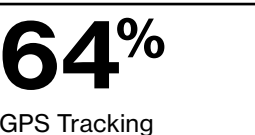


83% of survey respondents from Australia and New Zealand who have a GPS tracking solution stated that is "very" or "extremely beneficial".

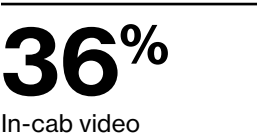
Industry spotlight

Top 5 segments that use this technology in their daily-business in Australia and New Zealand

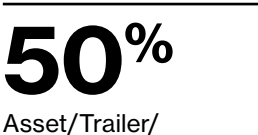
General freight



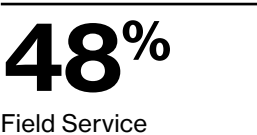
GPS Tracking



In-cab video



Asset/Trailer/
Equipment tracking



Field Service
Management

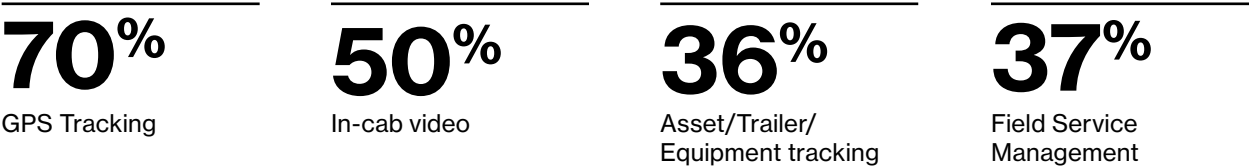
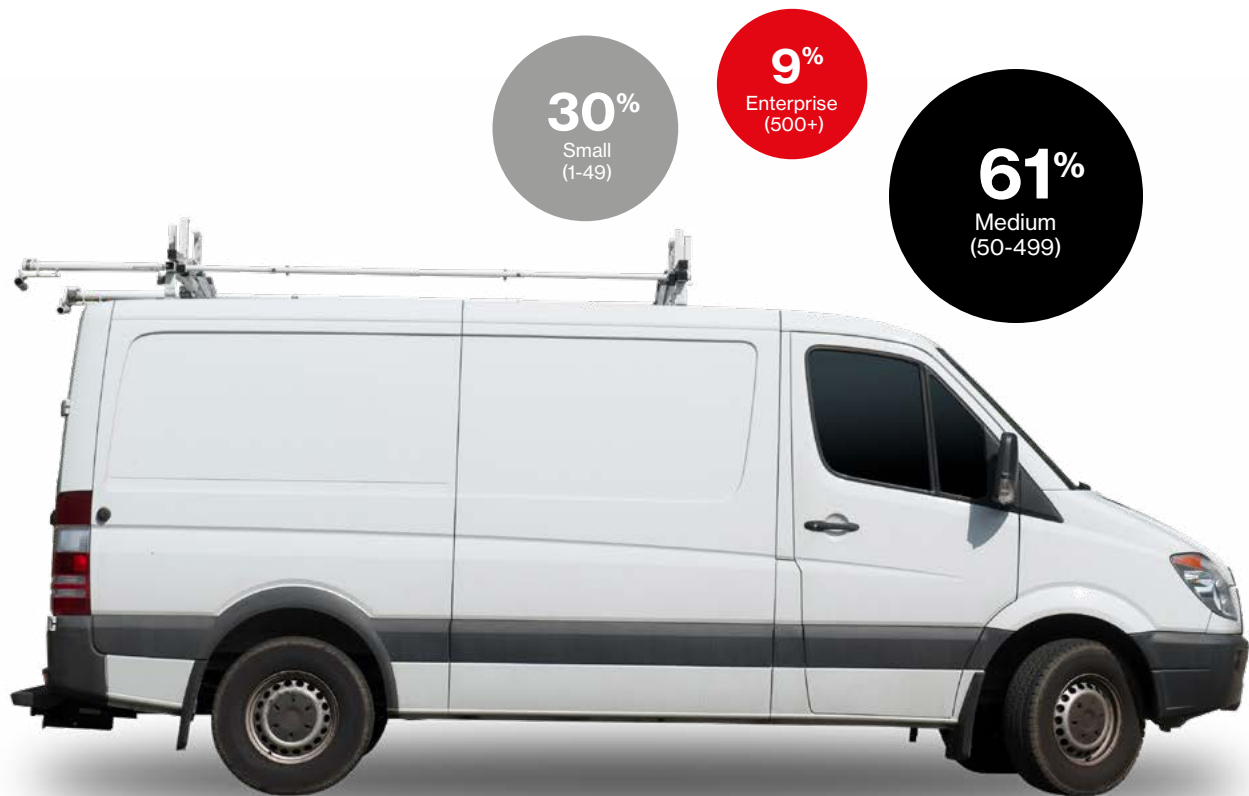


82% of survey respondents from Australia and New Zealand who have a GPS tracking solution stated that it is "very" or "extremely beneficial" .

Industry spotlight

Top 5 segments that use this technology in their daily-business in Australia and New Zealand

Services

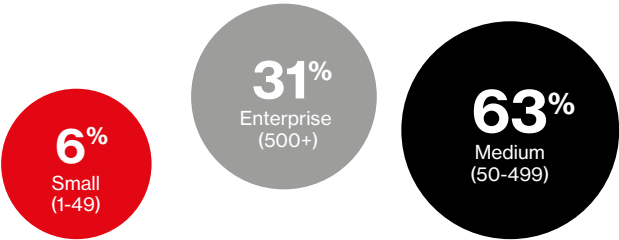


80% of survey respondents from Australia and New Zealand who have a GPS tracking solution stated that it is "very" or "extremely beneficial".

Industry spotlight

Top 5 segments that use this technology in their daily-business in Australia and New Zealand

Government



69%

GPS Tracking

50%

In-cab video

50%

Asset/Trailer/
Equipment tracking

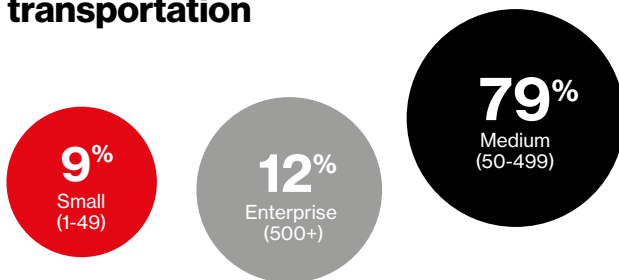
44%

Field Service
Management



76% of survey respondents from Australia and New Zealand who have a GPS tracking solution stated that it is "very" or "extremely beneficial"

Passenger transportation



74%

GPS Tracking

51%

In-cab video

39%

Asset/Trailer/
Equipment tracking

51%

Field Service
Management



56% of survey respondents in Australia who have a GPS tracking solution stated that it is "very" or "extremely beneficial".

When customer goals achieved from fleet tracking technology exceed their expectations

Fleet Technology Trends Survey Key takeaways in Australia:

88%

of fleets using GPS fleet tracking software found it “very” or “extremely beneficial”.

37%

reported a positive ROI within 3-6 months and 49% between 7 to 12 months.

75%

of companies utilizing asset tracking have seen improvement in utilization.

71%

of video solution adopters have improved driver safety.

71%

rated increasing costs as a top challenge to daily fleet operations.

GPS fleet tracking respondents reported:

58%

improved Customer Service.

49%

have improved productivity.

47%

of those implementing GPS fleet tracking have lowered their fuel consumption.

46%

have reduced accidents.



Customer service emerged as the most important differentiator among businesses.

New Zealand

When customer goals achieved from fleet tracking technology exceed their expectations

Fleet Technology Trends Survey Key takeaways in New Zealand

77%

of fleets using GPS fleet tracking software found it “very” or “extremely beneficial”.

22%

reported a positive ROI within 3-6 months and 49% between 7 to 12 months.

63%

of companies utilizing asset tracking have seen improvement in utilization.

74%

of video solution adopters have improved driver safety.

69%

rated increasing costs as a top challenge to daily fleet operations.

GPS fleet tracking respondents reported:

63%

improved EWD/
Regulatory
compliance.

47%

have improved
productivity.

52%

of those implementing
GPS fleet tracking
have lowered their fuel
consumption.

42%

have reduced
accidents.



EWD/Regulatory
emerged as the
**most important
differentiator**
among
businesses.



Customer service
emerged as the
**most important
differentiator**
among
businesses.

Businesses continue taking action to protect their team and customers in this post-Covid-19 world

Many businesses reported a negative impact from the pandemic. After experiencing the pandemic's effects and the consequent economic impact, many companies made the decision to take actions to prepare their fleets for future eventualities

■ Total Australia and New Zealand

62%

Set up processes to check for safety and security of employees and vehicles.

50%

Invest in a system that helps track of vehicle data.

46%

Focus on plugging cost leakages.

41%

Monitor employee and vehicle hours closely.

30%

Ramp up current initiatives.

Australia

New Zealand

Set up processes to check for safety and security of employees and vehicles

63%

61%

Invest in a system that helps track of vehicle data

53%

46%

Focus on plugging cost leakages

46%

46%

Monitor employee and vehicle hours closely

39%

43%

Ramp up current initiatives

32%

28%



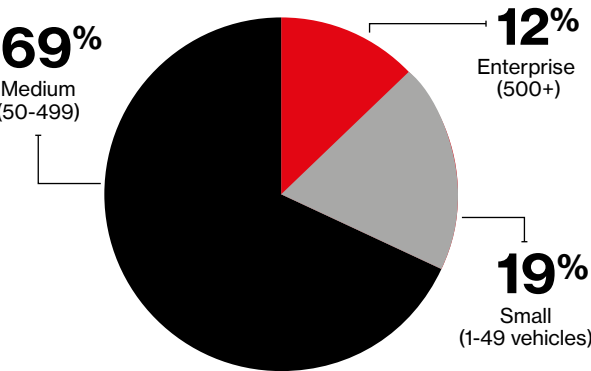
Jeff Roland
Moving N at 60 kmh
ETA - 30 mins

Lewis Holland
Moving NE at 34 kmh
ETA - 6 mins

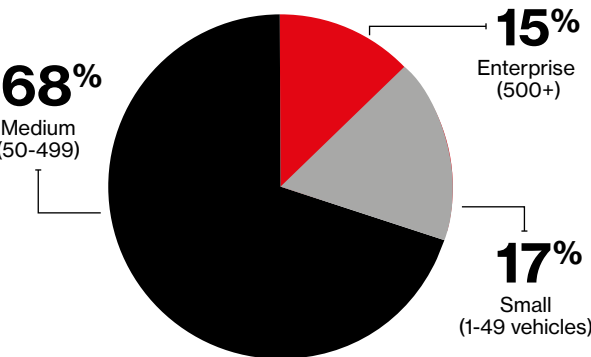
Shaun McRoy
Moving N at 60 kmh
ETA - 10 mins

Who responded to the study?

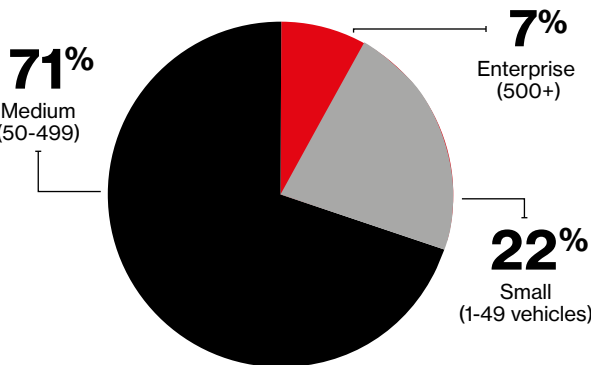
■ Respondents by fleet size
Total Australia and New Zealand



■ Australia



■ New Zealand



■ Respondents by job function:
Total Australia and New Zealand

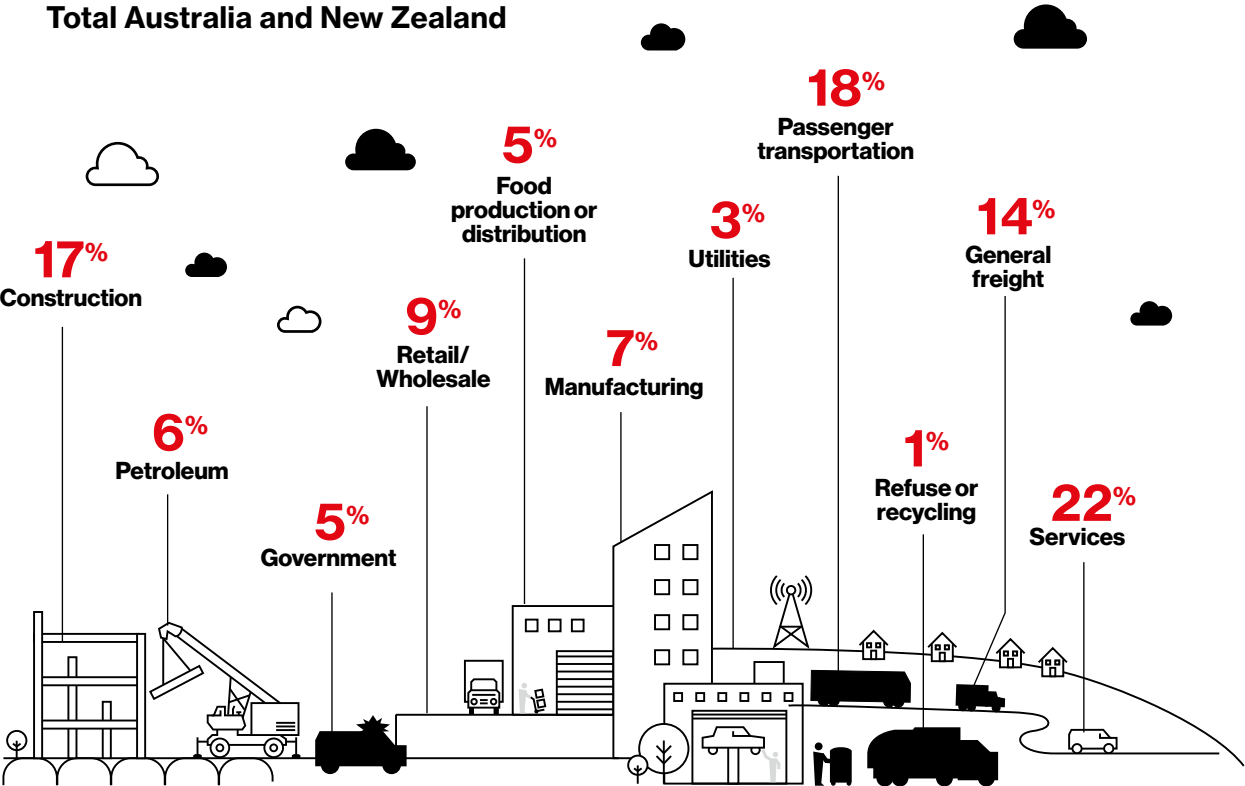
Fleet manager	31%
Finance	32%
Risk/Safety	18%
Management	13%
Executive	7%

Fleet manager	33%
Finance	32%
Risk/Safety	16%
Management	12%
Executive	8%

Fleet manager	27%
Finance	30%
Risk/Safety	20%
Management	15%
Executive	7%

Who responded to the study?

■ Respondents by industry: Total Australia and New Zealand



Respondents by industry	Australia	New Zealand
Construction	17%	15%
Government	4%	6%
Services	20%	24%
General freight	13%	14%
Passenger Transportation	17%	18%
Retail/Wholesale	10%	7%
Manufacturing	9%	4%
Food production or distribution	5%	5%
Petroleum	1%	-
Utilities	2%	5%
Refuse or recycling	1%	1%

Who uses fleet management systems?

Overall, 72% of all respondents currently use GPS Fleet Tracking Software in 2022 in Australia and 69% in New Zealand.

Concretely, the average fleet size for all respondents to the survey in Australia is 144. In the case of New Zealand, the average fleet size for all respondents to the survey is 120. These fleets are composed of various types of vehicles.



■ Australia

The **average fleet size** for all respondents in this survey was **144**. These fleets are comprised of various types of vehicles.

Trailers	13	Vans	32
Heavy-duty trucks	19	Medium-duty trucks	27
Cars	51	Off-road equipment	12

■ New Zealand

The **average fleet size** for all respondents in this survey was **120**. These fleets are comprised of various types of vehicles.

Trailers	11	Cars	36
Vans	23	Medium-duty trucks	24
Heavy-duty trucks	16	Off-road equipment	11

Embracing the benefits of a GPS fleet tracking solution

Increased improvements in key areas for business such as customer service, regulatory compliance, routing and productivity are some of the benefits that companies achieved after the implementation of a GPS fleet tracking solution.

Decreases in fuel consumption, accidents, vehicle maintenance or labour costs can help businesses to be more competitive in the market.

The majority of respondents from all the Top 5 sectors achieved a positive ROI in less than a year after implementing GPS fleet tracking.

Goals achieved since implementing GPS Tracking:

49%

Decrease in fuel consumption.

48%

Improved productivity (for example, number of jobs, vehicle utilization).

44%

Decrease in accidents.

53%

EWD/regulatory compliance.

56%

Improved customer service.

38%

Improved vehicle maintenance.

28%

Decrease in labour costs.

50%

Improved routing.

33%

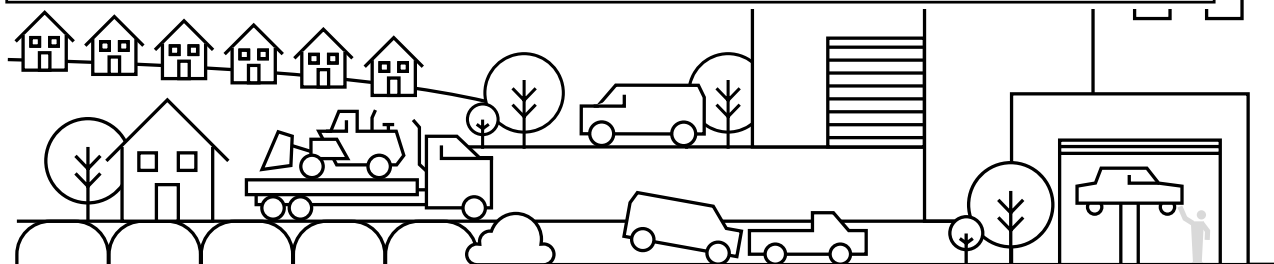
Improved fuel tax credit claims.

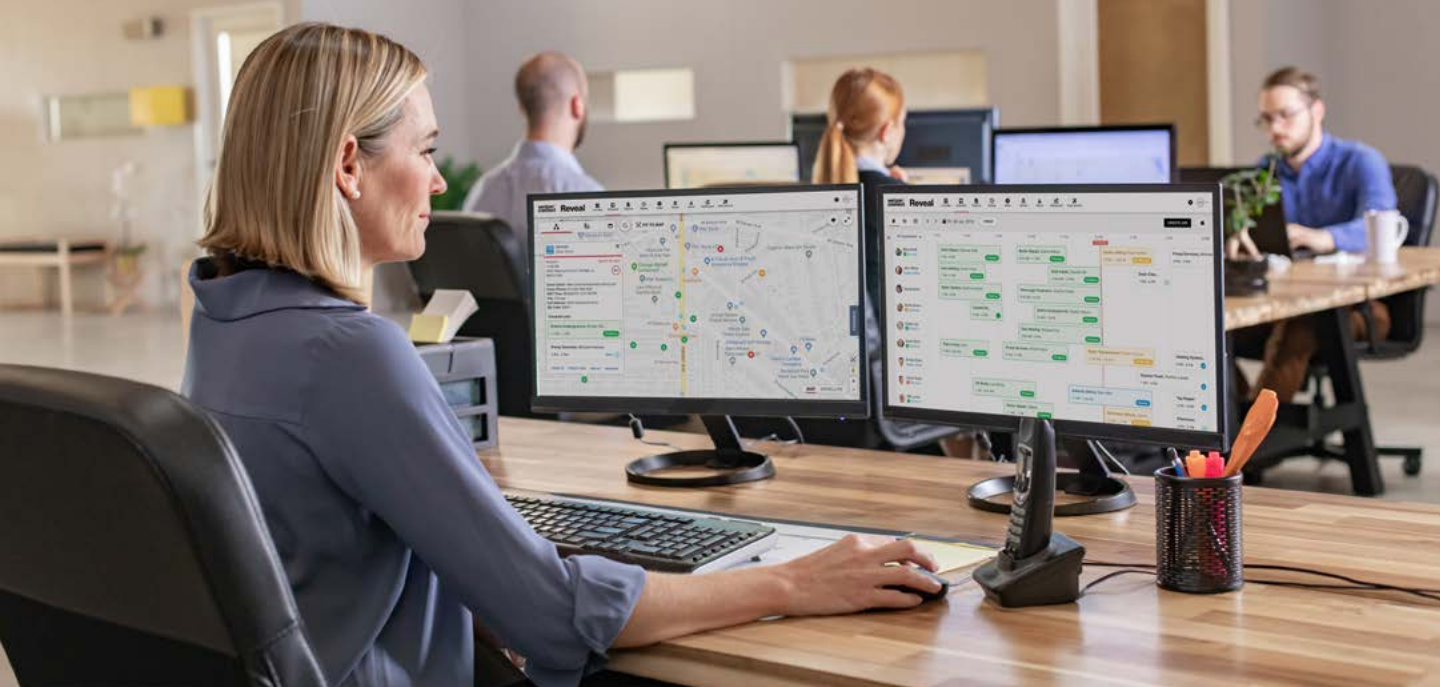
42%

CO₂ reduction.

Top 10 Positive improvements after implementing GPS fleet tracking

Positive improvements	Australia	New Zealand
Improved customer service	58%	52%
EWD/ regulatory compliance	46%	63%
Improved routing	53%	47%
Improved productivity	49%	47%
Decrease in fuel consumption	47%	52%
Decrease in accidents	46%	42%
Improved vehicle maintenance	38%	38%
Decrease in labour costs	27%	29%
Improved fuel tax claim	31%	36%
CO ₂ reduction	43%	40%










Timeframe to achieve positive ROI

Timeframe to achieve **positive ROI**
2022 Australia and New Zealand

One year
or less

More than
one year

	Services	88%	12%
	Construction	88%	10%
	Government	100%	-
	General Freight	89%	7%
	Ground Transportation (Passenger transport)	86%	14%

How technology fuels a competitive edge

A majority of respondents across industries in Australia and New Zealand said GPS Fleet Tracking has had an impact on their fleet operations- **83% consider fleet tracking “extremely” or “very beneficial”**

Within the Services industry, **47%** of those currently using a GPS fleet tracking solution realized reduced fuel consumption. This is essential as many businesses are finding it crucial to reduce costs in every business-day. Rising customer expectations help differentiate businesses and help engage customers.

Other goals realized that can help companies get a leg up on the competition include vehicle maintenance, improved EWD/regulatory compliance, improved routing, improved productivity (including number of jobs and vehicle utilization) and decreased labour costs.

Top 10 Goals achieved since implementing GPS Tracking:

47%

Decrease in fuel consumption.

55%

Improved productivity (for example, number of jobs, vehicle utilization).

57%

Decrease in accidents.

47%

EWD/regulatory compliance.

53%

Improved customer service.

39%

Improved vehicle maintenance.

22%

Decrease in labour costs.

47%

Improved routing.

33%

Improved fuel tax credit claims.

53%

CO2 reduction.



80% of survey respondents who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

The majority of respondents for all the industries were also able to achieve critical business goals



Top 10 Goals achieved since implementing GPS Tracking:



83% of survey respondents in the Construction industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

63% said they achieved improved customer service, and 54% improved regulatory compliance.

General Freight in Australia and New Zealand

In the General Freight industry, the majority of respondents lowered fuel consumption, improved productivity, routing and customer service



Top 10 Goals achieved since implementing GPS Tracking:

64%

Decrease in fuel consumption.

54%

Improved productivity (for example, number of jobs, vehicle utilization).

43%

Decrease in accidents.

50%

EWD/regulatory compliance.

54%

Improved customer service.

39%

Improved vehicle maintenance.

25%

Decrease in labour costs.

54%

Improved routing.

32%

Improved fuel tax credit claims.

29%

CO₂ reduction.



82% of survey respondents in the General Freight industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

The Passenger Transportation industry reduced fuel consumption, improved routing, regulatory compliance and customer experience



Top 10 Goals achieved since implementing GPS Tracking:

55%

Decrease in fuel consumption.

38%

Improved productivity (for example, number of jobs, vehicle utilization).

33%

Decrease in accidents.

48%

EWD/regulatory compliance.

43%

Improved customer service.

41%

Improved vehicle maintenance.

36%

Decrease in labour costs.

50%

Improved routing.

43%

Improved fuel tax credit claims.

29%

CO2 reduction.



76% of survey respondents in the passenger transportation industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

Government sector in Australia and New Zealand

The government sector improved productivity, customer service and regulatory compliance



Top 10 Goals achieved since implementing GPS Tracking:

36%

Decrease in fuel consumption.

82%

Improved productivity (for example, number of jobs, vehicle utilization).

18%

Decrease in accidents.

55%

EWD/regulatory compliance.

64%

Improved customer service.

18%

Improved vehicle maintenance.

27%

Decrease in labour costs.

55%

Improved routing.

46%

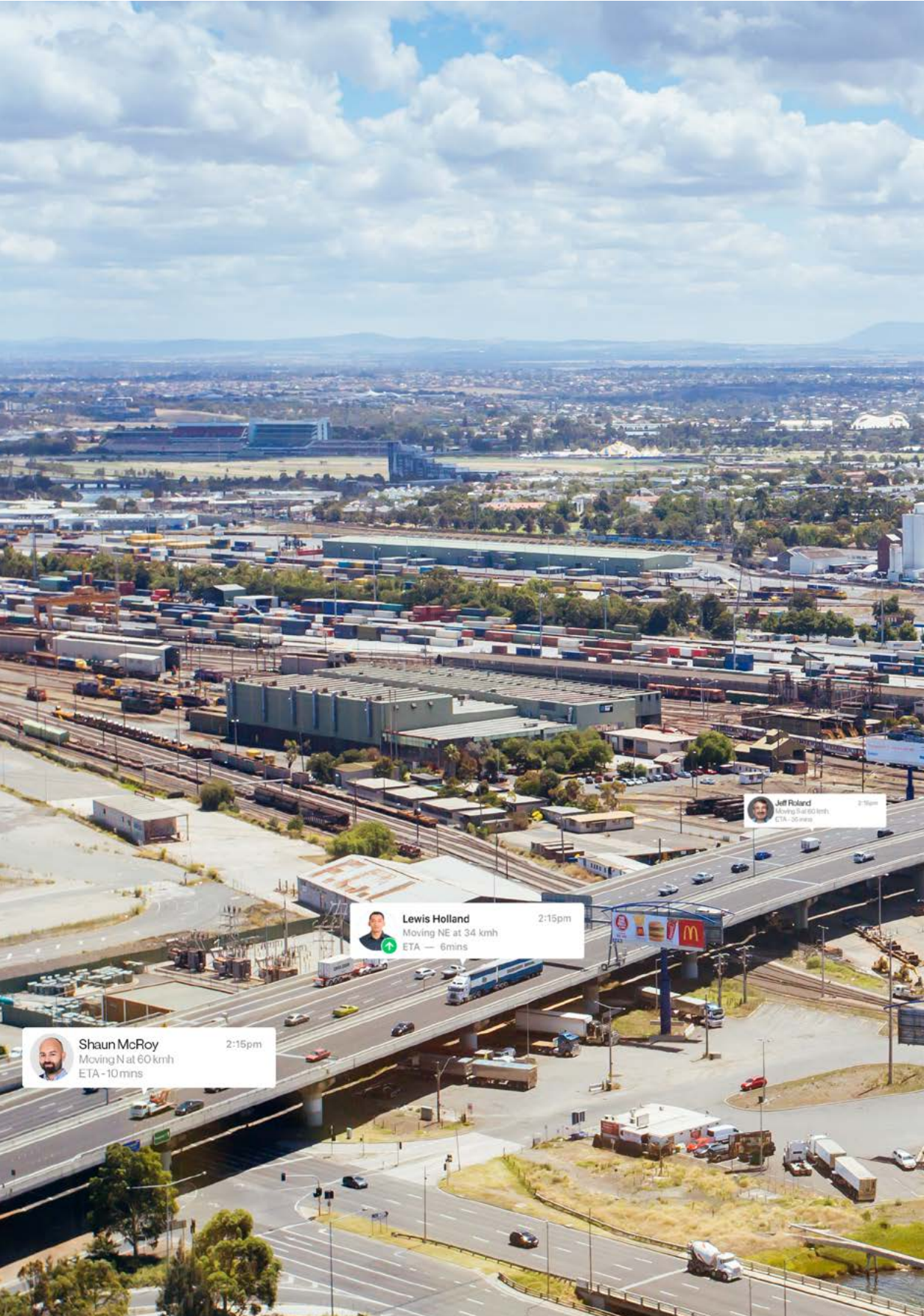
Improved fuel tax credit claims.

46%

CO2 reduction.



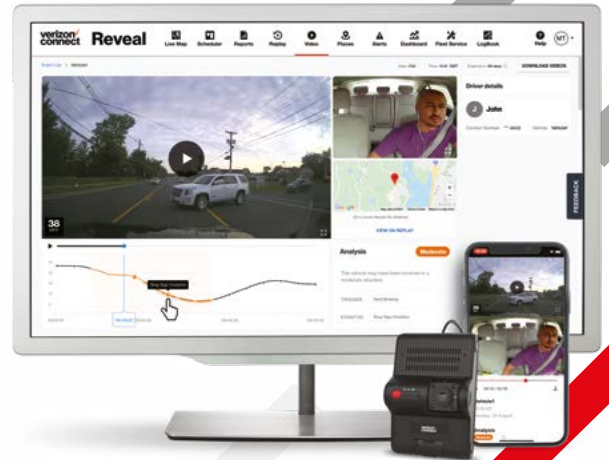
82% of survey respondents in the Government sector who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.



Video telematics: smart solutions to help protect your drivers and deliver tangible results

AI-backed video telematics with driver-facing and road-facing cameras is reshaping safety and efficiency for fleets.

Fleet businesses are able to see how smart video can serve as an unbiased witness, an incomparable driver training tool and a gold mine of data.



Goals achieved since implementing in-cab video solution across all industries in Australia and New Zealand:

72%

Achieved improvements
in driver safety.

68%

Improved protection
from false claims.

57%

Reduced accident
costs.

49%

Reduced CO₂.

46%

Improved fuel tax
claim.

44%

Reduced insurance
costs.



**78% consider in-cab video “extremely” or “very
beneficial” in all the industries.**

Smart video helped Services Industry in Australia and New Zealand to boost driver safety and reduce false claims

Goals achieved since implementing smart video:

Services Industry



69%

Improved driver safety.

66%

Reduced false claims.

54%

Reduced accident costs.

51%

Reduced insurance costs.

General Freight industry



69%

improved driver safety.

81%

Reduced false claims.

63%

Reduced accident costs.

38%

Reduced insurance costs.



77% consider in-cab video “extremely” or “very beneficial” in the Services industry.

88% consider in-cab video “extremely” or “very beneficial” in the General Freight industry.

Asset tracking technology empowers safety, equipment utilization and teams productivity

A majority of industries across industries said asset tracking has had a beneficial effect on their business operations. **66%** consider asset tracking “extremely beneficial” or “very beneficial”.

Within the construction industry, **68%** of those currently using an asset tracking solution realized improved equipment and trailer utilization. Also, **25%** realized improved equipment and trailer security.

Other goals that can help give companies a leg up on the competitive market include improved productivity and efficiency across the companies’ teams like drivers and workers and office staff which is key.



Goals achieved since implementing Asset tracking across all industries in Australia and New Zealand:

69%

Improved equipment/
trailer utilization.

54%

Improved equipment/
trailer security.

44%

Reduced insurance
costs.

52%

Improved efficiency/
productivity drivers/
workers.

49%

Improved efficiency/
productivity for office
staff/management.

44%

Improved fuel tax claim.

33%

CO₂ reduction.



66% consider asset tracking “very beneficial” or “extremely beneficial” in all the industries.

Construction Industry

Goals achieved since implementing Asset Tracking in Australia and New Zealand:



68%

Improved equipment/
trailer utilization.

25%

Improved equipment/
trailer security.

57%

Reduced insurance
costs.

46%

Improved efficiency/
productivity drivers/
workers.

50%

Improved efficiency/
productivity for office
staff/management.

46%

Improved Fuel Tax
Credit claim.

36%

CO2 reduction.



53% consider asset tracking
“extremely” or “very beneficial”
in the Construction industry.

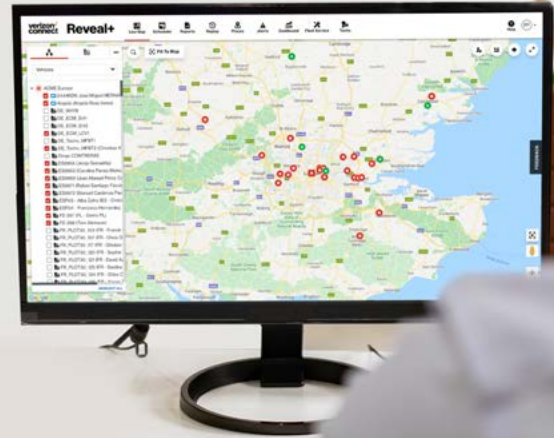
Undeniable cost savings

According to our survey, **71%** of businesses in Australia and **69%** in New Zealand said that increased costs was one of the biggest business challenges (extremely or very impactful) followed by fuel (**64%** in Australia and **68%** in New Zealand), labour costs (**64%** in Australia) and meeting customers' expectations (**59%**) in New Zealand.

Users of fleet tracking technology have shown remarkable benefits in these and other KPIs.

Across all industries, GPS tracking users achieved a fuel cost reduction by **12%**. Also a **15%** in accident costs reduction and a reduction in labour costs by **15%**.

Also, they reduced their vehicle maintenance cost which is a potential benefit of GPS fleet tracking technology by **14%**.







All industries

Services

Transportation

Construction

Government

 Fuel cost reduction	12%	10%	12%	12%	13%
 Accident cost reduction	16%	14%	17%	15%	15%
 Labour cost reduction	15%	15%	15%	14%	16%
 Vehicle maintenance cost reduction	14%	13%	16%	14%	13%

Across all industries, they had a **12%** fuel cost reduction and a **14%** reduction in vehicle maintenance cost which is a potential benefit of GPS fleet tracking technology to help maintain vehicles in optimal conditions and ready. Also, a reduction by **15%** in accidents costs and a reduction by **15%** in labour cost.

A picture of GPS fleet tech implementation in Australia and in New Zealand

Which of the following fleet technologies do you currently utilise?

Total Australia and New Zealand

71%

GPS tracking

46%

Field Service Management
(Scheduling, dispatch, communication)

42%

In-cab video (including front facing and driver facing cameras)

41%

Asset/ Trailer/ Equipment tracking

Australia

72%

GPS tracking

47%

Field Service Management
(Scheduling, dispatch, communication)

69%

GPS tracking

46%

Field Service Management
(Scheduling, dispatch, communication)

45%

In-cab video (including front facing and driver facing cameras)

44%

Asset/ Trailer/ Equipment tracking

39%

In-cab video (including front facing and driver facing cameras)

36%

Asset/ Trailer/ Equipment tracking

Map of goals achieved since the implementation of a GPS fleet tracking solution in Australia and New Zealand

What goals have you achieved since implementing your GPS fleet tracking solution?

■ Australia

⬆	Improved customer Service	58%
➡	EWD/ regulatory compliance	46%
⬆	Improved routing	53%
⬆	Improved productivity	49%
⬇	Decrease in fuel consumption	47%
⬇	Decrease in accidents	46%
⬆	Improved vehicle maintenance	38%
⬇	Decrease in labour costs	27%
⬆	Improved fuel tax credit claim	31%
⬇	CO2 reduction	42%



■ New Zealand

⬆	Improved customer Service	52%
➡	EWD/ regulatory compliance	63%
⬆	Improved routing	46%
⬆	Improved productivity	47%
⬇	Decrease in fuel consumption	52%

⬇	Decrease in accidents	42%
⬆	Improved vehicle maintenance	38%
⬇	Decrease in labour costs	29%
⬆	Improved fuel tax credit claim	36%
⬇	CO2 reduction	40%

Map of timeframe per ROI in Australia and New Zealand

How long did it take to realize a positive Return on Investment (ROI) on your GPS fleet tracking solution?



■ Total Australia and New Zealand

Less than 3 months	5%
Between 3 and 6 months	31%
Between 7 and 12 months	52%

■ Australia

Less than 3 months	5%
Between 3 and 6 months	37%
Between 7 and 12 months	49%

■ New Zealand

Less than 3 months	4%
Between 3 and 6 months	22%
Between 7 and 12 months	57%

These are the top 10 most important daily challenges that fleet managers face everyday in Australia

Ranking Position	Daily Challenges	Very or extremely impactful
1	Increased costs	71%
2	Fuel	64%
3	Labour costs	64%
4	Safety	61%
5	Inaccuracy to claim your fuel tax credit on fuel used	59%
6	Meeting customer demands and expectation	58%
7	Increased regulatory requirements	54%
8	Complexity of service offerings	53%
9	Competitive Pressure	51%
10	Increased complexity of service offering	53%

Note: (We do not include decimals but the challenges order applies from highest to lowest).

These are the top 10 most important daily challenges that fleet managers face everyday in New Zealand

Ranking Position	Daily Challenges	Very or extremely impactful
1	Increased costs	69%
2	Fuel	68%
3	Meeting customer demands and expectation	64%
4	Not enough quality drivers/technicians to meet business demands	61%
5	Labour costs	59%
6	Competitive Pressure	53%
7	Safety	56%
8	Internal administration	54%
9	Increased regulatory requirements	53%
10	Complexity of service offerings	51%

Note: (We do not include decimals but the challenges order applies from highest to lowest).





The bottom line

Building a resilient business is more important now than ever before. Use these data points to make long-term purposeful decisions that can help your fleet withstand the complex business environment or other emergencies in the future.

Fleet tracking technology goes beyond just dots on a map. It gives fleet managers much-needed visibility into driver behaviors, fleet costs and vehicle wear and tear. With dashboards and customizable reports, you can check the pulse of your business at any point in time.

Methodology of the survey

Conducted by ABI Research for Verizon Connect, this study aims to dive deeper into the understanding and adoption of GPS fleet tracking systems and other related technologies.

This report, based on surveys completed by more than 300 Australian and New Zealander Fleet managers, executives and other mobile-business professionals highlights the value fleet businesses are achieving by investing in fleet tracking technology.

About Verizon Connect

Verizon Connect is guiding a connected world on the go by automating, enhancing and revolutionizing the way people, vehicles and things move through the world. Our full suite of industry-defining solutions and services puts innovation, automation and connected data to work for customers and helps them be safer, more efficient and more productive.

Connect your fleet. Call (1800 039 642) or visit verizonconnect.com/au/ to learn more about our powerful, easy-to-use fleet solutions for businesses of all sizes.

**verizon^v
connect**