



# 2023 Fleet Technology Trends Report Europe

**verizon<sup>v</sup>  
connect**

# Fleet technology has become an essential tool for businesses to get results, address daily challenges and help stay competitive

**Fleet management technology could be your biggest ally in navigating and achieving business success.**

Inflation, supply chain constraints, fuel price fluctuations and a more competitive market have created an environment where organisations must make every pound count. As a result, fleet managers are facing more pressure in order to keep their daily operations running smoothly and contribute to a healthier bottom line.

In the Fleet Technology Trends Report Survey conducted by ABI Research for Verizon Connect, results reveal that the number of fleets using GPS tracking technology in 2022 was **71%**, an increase of **3%** on the previous year, showing that the adoption and confidence in these solutions continues to grow.

The survey ultimately showed that GPS fleet tracking technology is key in helping to deliver results, and can help boost competitiveness and build resilience in the principal industries.

---

**This report, based on the responses of more than 1,300 European fleet managers, executives and other mobile business professionals highlights the real value fleet operating businesses are achieving with fleet tracking technology.**

---

## Here are some of the key takeaways:

- **76%** of survey respondents who have a GPS tracking solution stated that it is “very” or “extremely beneficial” in helping manage their fleets.
- Of the businesses in the top 5 industries we surveyed, **87%** realised a positive ROI in 12 months or less after implementing a GPS tracking solution.
- Customer satisfaction emerged as an essential differentiator, helping businesses improve customer retention. Fleet tracking solutions helped **70%** of survey respondents improve their customer services.
- Effective route planning is critical in making the most efficient use of fuel, as well as reducing overall operating costs - **62%** of business reduced their fuel usage with GPS fleet tracking solutions.
- Productivity was seen to improve in **59%** of businesses surveyed, a critical area of any business and often a key strategic goal.
- Cost savings matter and fleet management technologies can help. **54%** of those that have implemented GPS fleet tracking have lowered their fuel consumption, **46%** have reduced accidents and **27%** have lowered labour costs.
- The benefits of smart technologies such as integrated video have been positively perceived, with **76%** of video solution adopters citing improved driver safety, **73%** seeing improved protection from false claims and **47%** reducing insurance costs.
- Adoption of electric vehicles remains slow across Europe, with **67%** of those surveyed claiming to still have not yet incorporated battery electric vehicles (BEVs) into their fleet.
- Sustainability remains a top priority for all, and with fleet tracking solutions in-place **46%** of business were able to reduce their CO<sub>2</sub> emissions, helping their fleets become greener and more environmentally friendly.

# The number of fleets using GPS tracking technology in 2022 was 71%, an increase of 3% on the previous year, showing that the adoption and confidence in these solutions continues to grow

## 2022

71%

GPS tracking

45%

Field Service Management  
(Scheduling, dispatch, communication)

42%

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

42%

Asset/ Trailer/ Equipment tracking

## Fleet technology currently utilised by business size:

### Small (1-49 vehicles)

71%

GPS tracking

22%

Field Service Management  
(Scheduling, dispatch, communication)

18%

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

25%

Asset/ Trailer/ Equipment tracking

### Medium (50-499 vehicles)

70%

GPS tracking

46%

Field Service Management  
(Scheduling, dispatch, communication)

44%

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

43%

Asset/ Trailer/ Equipment tracking

### Enterprise (+500 vehicles)

78%

GPS tracking

78%

Field Service Management  
(Scheduling, dispatch, communication)

67%

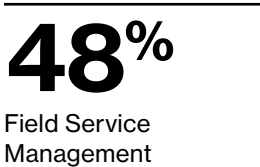
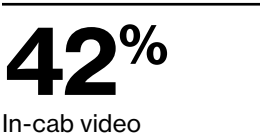
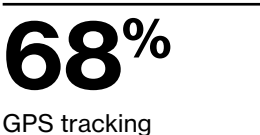
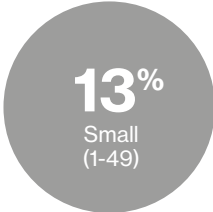
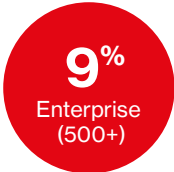
In-cab video (including front facing and driver facing cameras)

62%

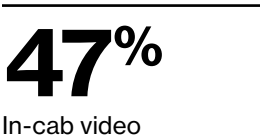
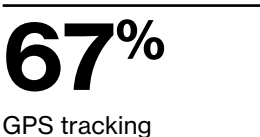
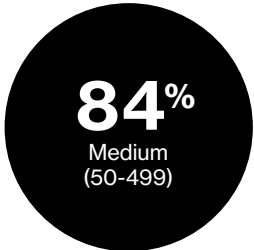
Asset/ Trailer/ Equipment tracking

# Top 5 industries that use fleet management technology in their daily-business

## Construction

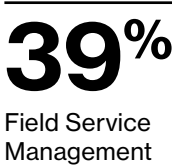
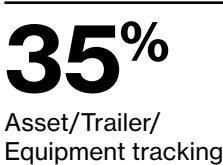
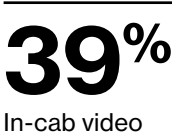
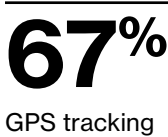
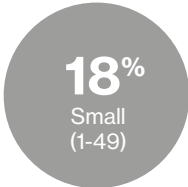


## General Freight

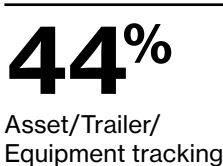
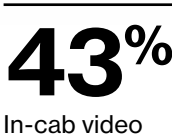
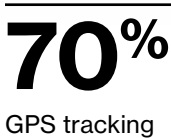
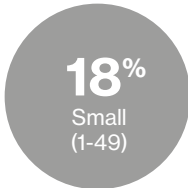
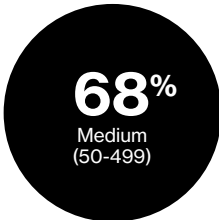


Industry spotlight

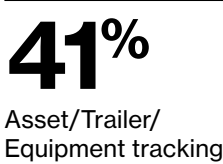
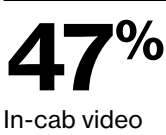
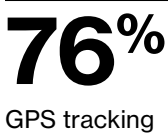
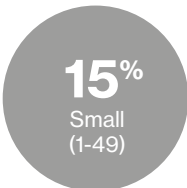
Government



Services



Passenger  
Transportation



# How Fleet tracking technology exceeds customer expectations

## Fleet technology trends survey key takeaways:

**76%**

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

**49%**

achieved a positive ROI within 7 to 12 months.

**71%**

rated fuel as a top challenge in daily fleet operations.

**73%**

of video solution adopters have improved protection from false claims.

**73%**

of companies that implemented asset tracking have seen improvement in utilisation.



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

## GPS fleet tracking respondents reported:

**70%**

improved customer service.

**59%**

have improved productivity.

**54%**

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

**46%**

have reduced accidents.

# Businesses remain vigilant and continue to take action to protect staff and customers in the post-pandemic world

During the COVID-19 crisis businesses had to take swift action to protect their staff and customers from the negative impacts of the pandemic.

As we return to a degree of normality, companies remain vigilant and ready to tackle any eventualities by prioritising the safety of their teams, customers and business operations.

---

## 68%

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

---

## 56%

Invest in a system that helps to keep track of vehicle data.

---

## 49%

Focus on plugging cost leakages.

---

## 43%

Monitor employee and vehicle hours closely.

---

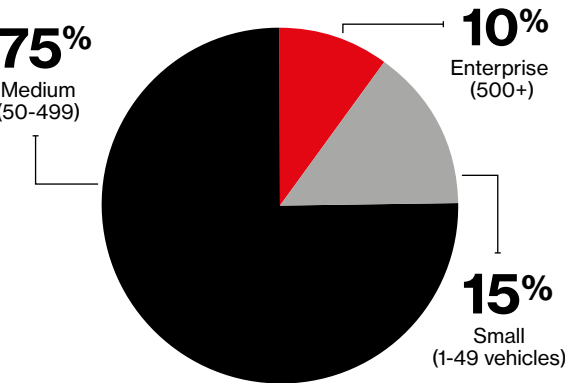
## 22%

Have ramped up current initiatives.



# Who responded to the survey?

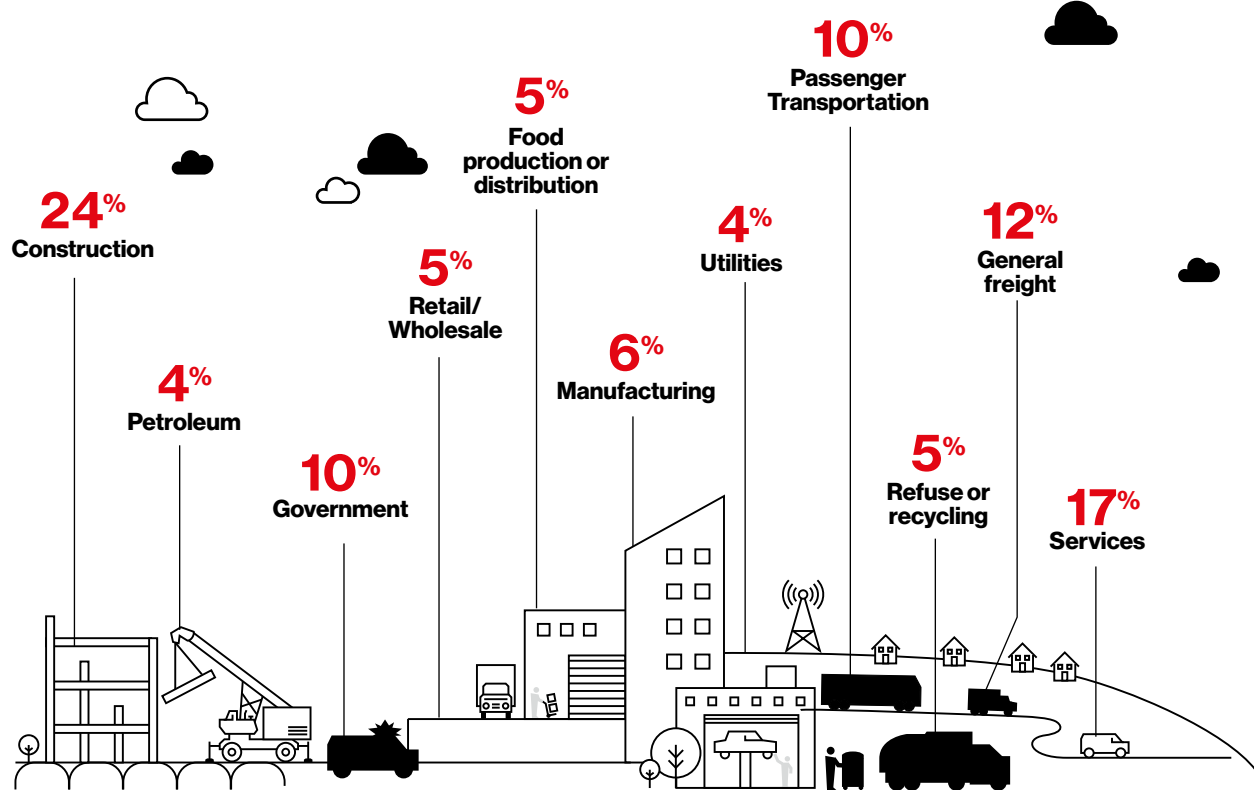
Respondents by fleet size:



Respondents by job function:

Fleet manager	32%
Finance	29%
Risk/Safety	22%
Management	10%
Executive	7%

Respondents by industry:





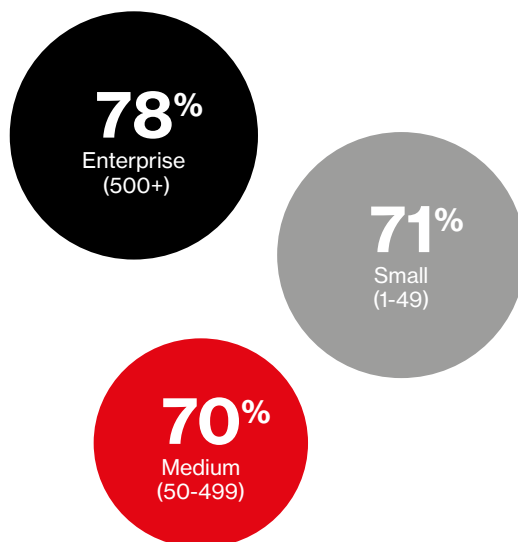
# Who uses fleet management systems?

Overall, 71% of all respondents currently use GPS fleet tracking software in 2022 in Europe.

The average fleet size of all survey respondents in Europe was 144; these fleets are composed of the following vehicle types:

Cars	52
Light-duty trucks (vans)	23
Medium-duty trucks	24
Heavy-duty trucks	23
Off-road equipment	11
Trailers	11

Use of GPS fleet tracking by business size in Europe:



Use of fleet technologies by industry:

## Construction



GPS tracking:	68%
In-cab video:	42%
Asset/Trailer/Equipment tracking:	42%
Field Service Management:	48%

## General Freight



GPS tracking:	67%
In-cab video:	47%
Asset/Trailer/Equipment tracking:	49%
Field Service Management:	44%

## Government



GPS tracking:	67%
In-cab video:	39%
Asset/Trailer/Equipment tracking:	35%
Field Service Management:	39%

## Services



GPS tracking:	70%
In-cab video:	43%
Asset/Trailer/Equipment tracking:	44%
Field Service Management:	44%

## Ground Transportation

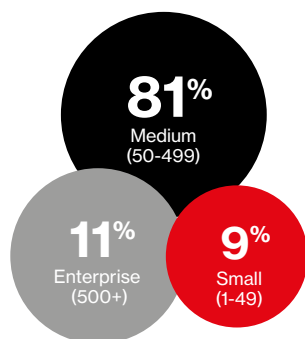


GPS tracking:	76%
In-cab video:	47%
Asset/Trailer/Equipment tracking:	41%
Field Service Management:	51%

# Who uses fleet management systems country by country?

## ■ Ireland

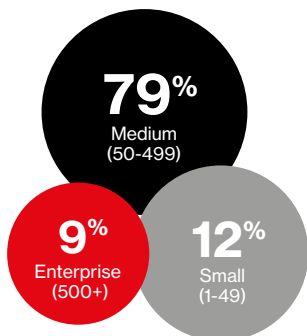
The average fleet size for all Irish respondents in this survey was 176 vehicles.



Cars	60
Light-duty trucks (vans)	31
Medium-duty trucks	30
Heavy-duty trucks	26
Off-road equipment	13
Trailers	16

## ■ Portugal

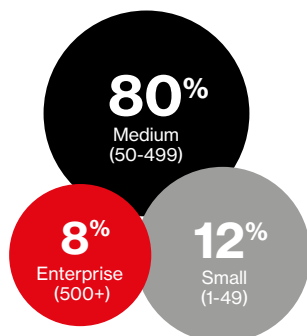
The average fleet size for all Portuguese respondents in this survey was 151 vehicles.



Cars	55
Light-duty trucks (vans)	20
Medium-duty trucks	25
Heavy-duty trucks	27
Off-road equipment	12
Trailers	12

## ■ Spain

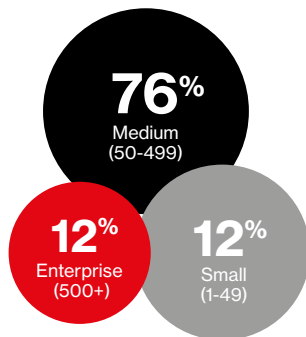
The average fleet size for all Spanish respondents in this survey was 137 vehicles.



Cars	53
Light-duty trucks (vans)	22
Medium-duty trucks	20
Heavy-duty trucks	23
Off-road equipment	9
Trailers	10

## ■ United Kingdom

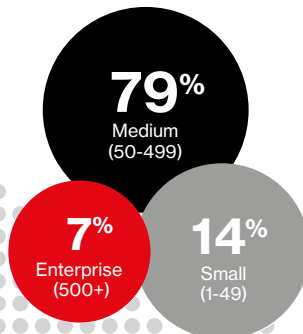
The average fleet size for all British respondents in this survey was 153 vehicles.



Cars	60
Light-duty trucks (vans)	27
Medium-duty trucks	25
Heavy-duty trucks	21
Off-road equipment	10
Trailers	10

## ■ France

The average fleet size for all French respondents in this survey was 128 vehicles.

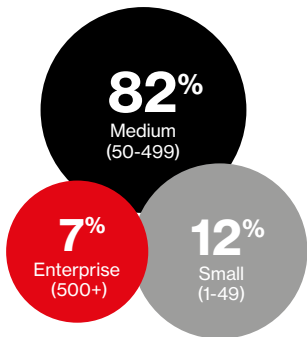


Cars	40
Light-duty trucks (vans)	21
Medium-duty trucks	22
Heavy-duty trucks	23
Off-road equipment	11
Trailers	11

# Who uses fleet management systems country by country?

## ■ Belgium

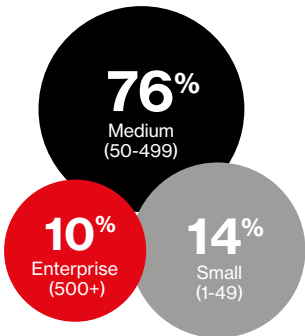
The average fleet size for all Belgian respondents in this survey was 119 vehicles.



Cars	41
Light-duty trucks (vans)	20
Medium-duty trucks	19
Heavy-duty trucks	20
Off-road equipment	9
Trailers	10

## ■ The Netherlands

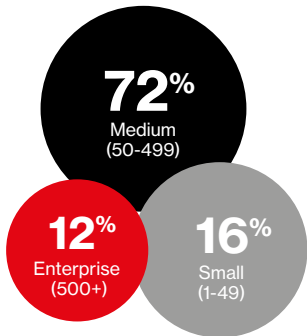
The average fleet size for all Dutch respondents in this survey was 151 vehicles.



Cars	58
Light-duty trucks (vans)	24
Medium-duty trucks	22
Heavy-duty trucks	22
Off-road equipment	13
Trailers	12

## ■ Italy

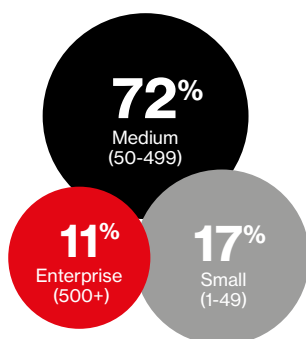
The average fleet size for all Italian respondents in this survey was 178 vehicles.



Cars	65
Light-duty trucks (vans)	27
Medium-duty trucks	31
Heavy-duty trucks	29
Off-road equipment	13
Trailers	13

## ■ Germany

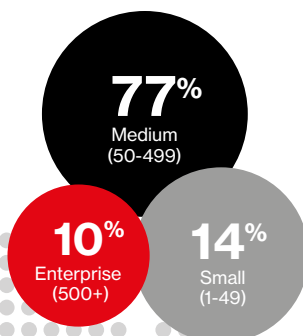
The average fleet size for all German respondents in this survey was 145 vehicles.



Cars	55
Light-duty trucks (vans)	23
Medium-duty trucks	21
Heavy-duty trucks	28
Off-road equipment	10
Trailers	8

## ■ Poland

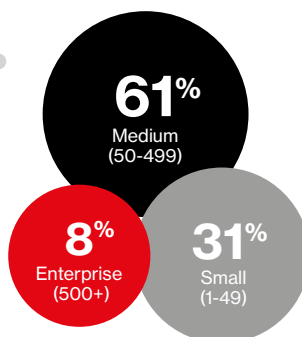
The average fleet size for all Polish respondents in this survey was 144 vehicles.



Cars	56
Light-duty trucks (vans)	22
Medium-duty trucks	21
Heavy-duty trucks	26
Off-road equipment	9
Trailers	10

## ■ Austria

The average fleet size for all Austrian respondents in this survey was 103 vehicles.



Cars	29
Light-duty trucks (vans)	20
Medium-duty trucks	17
Heavy-duty trucks	16
Off-road equipment	11
Trailers	10

# Embracing the benefits of a GPS fleet tracking solution

Customer service emerged as one of the most improved differentiators, along with other benefits such as regulatory compliance, routing and productivity.

From the top 5 industries we surveyed, the majority of respondents said they achieved a positive ROI in less than a year after implementing GPS fleet tracking.

## Positive improvements after implementing GPS fleet tracking:

---

**70%**

Improved customer service.

---

**61%**

Tachograph/  
Regulatory compliance.

---

**62%**

Improved routing.

---

**59%**

Improved productivity.

---

**54%**

Decrease in fuel consumption.

---

**46%**

Decrease in accidents.

---

**33%**

Improved vehicle maintenance.

---

**27%**

Decrease in labour costs.

---

**46%**






CO<sub>2</sub> reduction.

# In what timeframe do businesses achieve a positive ROI after implementing a GPS tracking solution?

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

The Passenger Transport sector leads the top industries in realising a positive ROI in one year or less, with the Government sector closely behind.

Impressively, over 80% of all respondents across all industries realised a positive ROI in a year or less.

Timeframe to achieve positive ROI 2022		One year or less	More than one year
	General Freight	83%	17%
	Passenger Transportation	89%	10%
	Government	88%	11%
	Construction	86%	12%
	Services	83%	12%

# How technology boosts businesses' competitiveness and gets results

The majority of respondents across industries said GPS fleet tracking has had a positive impact on their fleet operations- **79% consider fleet tracking “extremely” or “very beneficial”**.

Within the Services industry, **67%** of those currently using a GPS fleet tracking solution realised improved customer service which is key and can help differentiate businesses and better engage customers in a competitive market.

Furthermore, **65%** of those that implemented a GPS tracking solution realised improved routing, with **60%** seeing reduced fuel consumption. Combined, these improvements help businesses reduce their overall costs which remains critical in today's economic landscape.

**Other goals achieved include helping companies boost productivity, improving regulatory compliance and decreasing accidents, among others.**

## Services

### Goals achieved since implementing GPS tracking:

**60%**

Decrease in fuel consumption.

**52%**

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

**48%**

Decrease in accidents.

**63%**

Tachograph/Regulatory compliance.

**67%**

Improved customer service.

**29%**

Improved vehicle maintenance.

**19%**

Decrease in labour costs.

**65%**

Improved routing.

**43%**

CO<sub>2</sub> reduction.



**79% of survey respondents in the Services industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleet.**



# The majority of respondents for all industries achieved critical business goals, such as improving productivity

## Construction

Goals achieved since implementing GPS tracking:

**49%**

Decrease in fuel consumption.

**61%**

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

**44%**

Decrease in accidents.

**57%**

Tachograph/Regulatory compliance.

**67%**

Improved customer service.

**33%**

Improved vehicle maintenance.

**27%**

Decrease in labour costs.

**55%**

Improved routing.

**51%**

CO<sub>2</sub> reduction.

**61% improved productivity which is essential for this industry.**



76% of survey respondents in the Construction industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleet.

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

## General Freight

Goals achieved since implementing GPS tracking:

**54%**

Decrease in fuel consumption.

**61%**

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

**48%**

Decrease in accidents.

**63%**

Tachograph/Regulatory compliance.

**69%**

Improved customer service.

**33%**

Improved vehicle maintenance.

**32%**

Decrease in labour costs.

**67%**

Improved routing.

**43%**

CO<sub>2</sub> reduction.

**67% of respondents improved routing which is key for the General Freight industry.**



**72% of survey respondents in the General Freight industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleet.**

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

## Passenger Transportation

Goals achieved since implementing GPS tracking:

**57%**

Decrease in fuel consumption.

**65%**

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

**52%**

Decrease in accidents.

**64%**

Tachograph/Regulatory compliance.

**73%**

Improved customer service.

**39%**

Improved vehicle maintenance.

**32%**

Decrease in labour costs.

**64%**

Improved routing.

**44%**

CO<sub>2</sub> reduction.

**73% improved customer service which is essential for this industry.**



**78% of survey respondents in the Passenger Transportation industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleet.**

# The Government sector improved safety and decreased fuel consumption while improving productivity

## Government

Goals achieved since implementing GPS tracking:

**53%**

Decrease in fuel consumption.

**50%**

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

**39%**

Decrease in accidents.

**59%**

Tachograph/Regulatory compliance.

**74%**

Improved customer service.

**37%**

Improved vehicle maintenance.

**24%**

Decrease in labour costs.

**54%**

Improved routing.

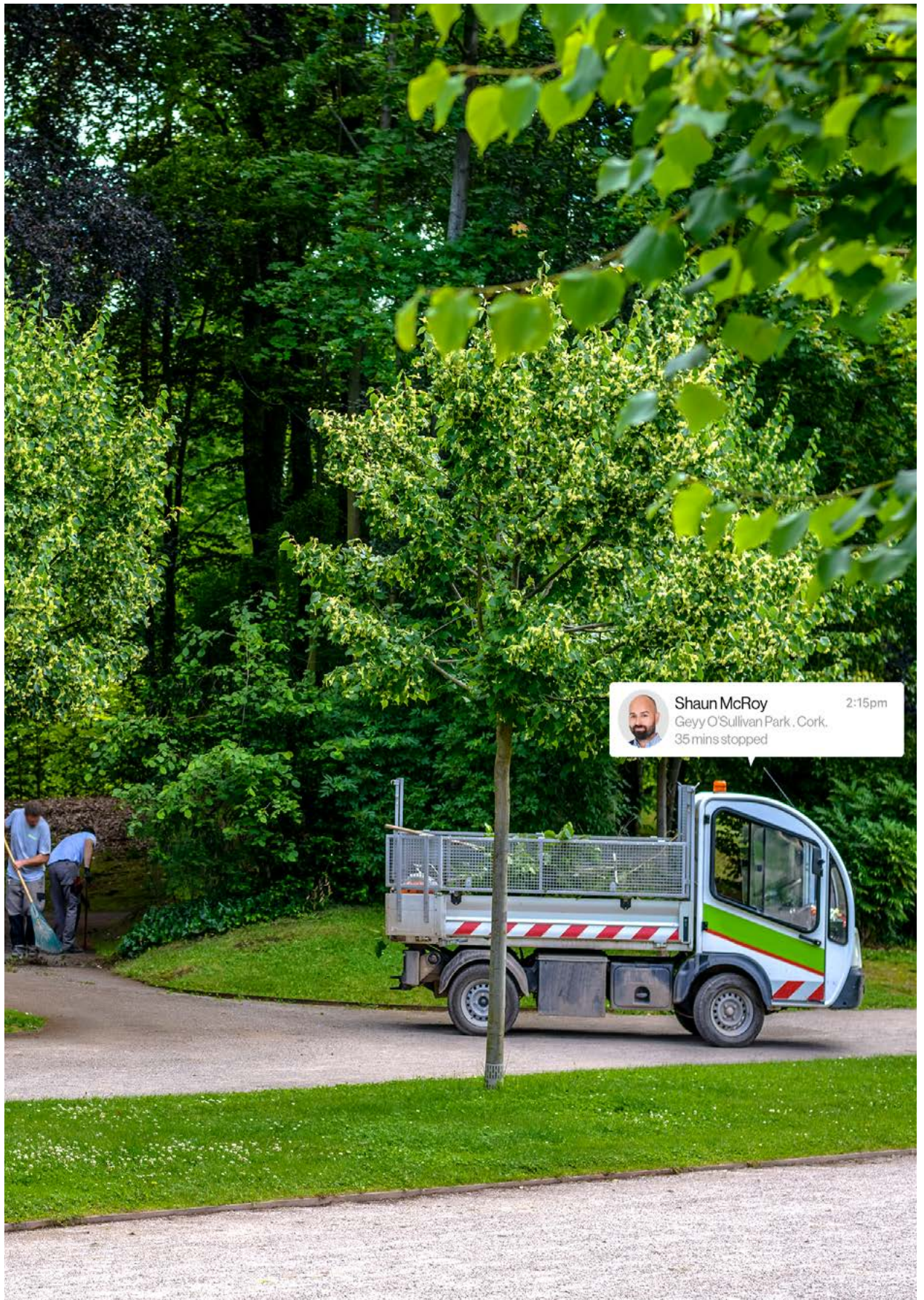
**47%**

CO<sub>2</sub> reduction.



**71% of survey respondents in the Government sector who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleet.**







Shaun McRoy

Geyy O'Sullivan Park , Cork,  
35 mins stopped

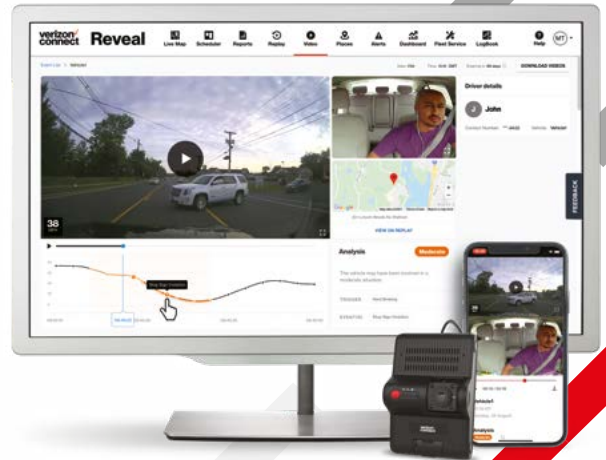
2:15pm



# How video telematics helps protect your drivers, vehicles and benefits your business

Video telematics is more advanced than ever before. Using video telematics gives fleet managers more visibility by providing a virtual ride-along.

Video telematics helps fleets reduce the likelihood of at-fault crashes. And when crashes do happen, recording the incident can help reduce false claims that in turn can cause premiums to skyrocket. With fewer crashes and false claims, video telematics helps reduce accident costs and keep insurance premiums in check.



## What improvements did users of video telematics see?

---

# 76%

of all respondents saw improvements in driver safety.

---

# 77%

of respondents considered in-cab video “very or extremely beneficial” across all industries.

---

# 85%

of respondents in the General Freight industry considered in-cab video “very or extremely beneficial”.

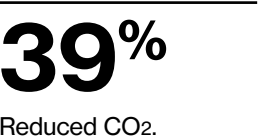
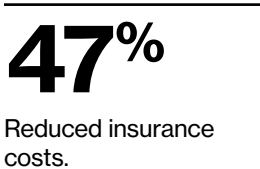
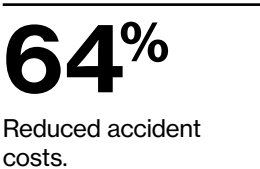
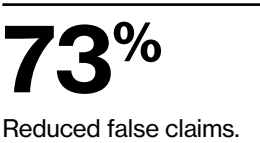
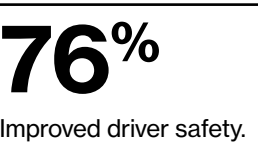
---

# 75%

of respondents in the services industry found video telematics to be “very or extremely beneficial”.

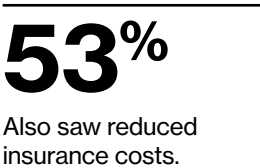
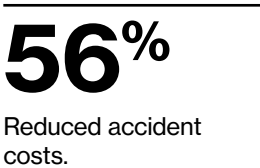
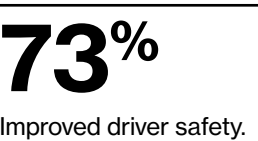
## Video telematics

Goals achieved from implementing video telematics across all industries:



77% consider in-cab video “extremely” or “very beneficial” in all the industries.

## Services



Video telematics helps improve driver safety across all industries:

	General Freight	81%
	Construction	78%
	Government	77%
	Services	73%
	Passenger Transportation	67%

Top 5 industries in the EU improved protection from false claims since implementing smart video:

	General Freight	74%
	Services	74%
	Construction	73%
	Government	70%
	Passenger Transportation	63%

# Asset tracking technology boosts equipment utilisation and team productivity

The majority of industries said asset tracking has had a beneficial effect on their business operations. In total, **73%** consider asset tracking “extremely beneficial” or “very beneficial.”

Within the Construction industry, **75%** of those currently using an asset tracking solution realised improved equipment and trailer utilisation. Also, **57%** improved equipment and trailer security.

**Asset tracking technology can help companies improve productivity at the office and in the field, which has a positive impact on the competitiveness and efficiency of the business.**



## Goals achieved since implementing an asset tracking solution across all industries:

---

### 73%

Improved equipment/  
trailer utilisation.

---

### 60%

Improved equipment/  
trailer security.

---

### 43%

Reduced insurance  
costs.

---

### 65%

Improved efficiency/  
productivity for  
drivers/workers.

---

### 32%

Improved efficiency/  
productivity for office  
staff/management.

---

### 30%

Reduced CO<sub>2</sub>.



**73% consider asset tracking “extremely” or “very beneficial” in all the industries.**



# Construction

Goals achieved since implementing asset tracking:



**75%**  
Improved equipment/  
trailer utilisation.

**57%**  
Improved equipment/  
trailer security.

**44%**  
Reduced insurance  
costs.

**64%**  
Improved efficiency/  
productivity for  
drivers/workers.

**33%**  
Improved efficiency/  
productivity for office  
staff/management.

**25%**  
Reduced CO2.



**77% of respondents in the Construction industry consider asset tracking “extremely” or “very beneficial”.**

# Cost savings matter and fleet technology can help your business

According to our survey, **71%** of businesses said that fuel cost was one of the biggest challenges (extremely or very impactful), followed by increased costs (**68%**), meeting customers' expectations (**62%**), labour costs (**60%**) and safety (**57%**).

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

Across all industries, GPS tracking users decreased fuel costs by an average of **11%**. Users also saw an average decrease of **14%** in accident costs, a decrease in overall labour costs of **13%** and **13%** saw a decrease in vehicle maintenance costs.







All industries

Services

General Freight

Construction

Government

 <b>Fuel cost reduction</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>	<b>12%</b>	<b>11%</b>
 <b>Accident cost reduction</b>	<b>15%</b>	<b>14%</b>	<b>16%</b>	<b>16%</b>	<b>14%</b>
 <b>Labour cost reduction</b>	<b>14%</b>	<b>14%</b>	<b>14%</b>	<b>14%</b>	<b>13%</b>
 <b>Vehicle maintenance cost reduction</b>	<b>13%</b>	<b>13%</b>	<b>13%</b>	<b>14%</b>	<b>13%</b>

In the Services industry, 60% of respondents decreased their fuel consumption. Furthermore, 29% improved on their vehicle maintenance, helping to maintain their fleet in optimal condition. 67% saw improved customer service and 65% realised better vehicle routing as a result of GPS tracking. 48% saw a decrease in accidents and 19% benefitted from a reduction in labour costs.





# A picture of fleet technologies implementation in Europe

Which of the following fleet technologies do you currently utilise?

## Spain

GPS tracking	71%
In cab video (including front-facing and driver-facing cameras)	50%
Asset/Trailer/Equipment Tracking	43%
Field Service Management (Scheduling, dispatch, communication)	47%

## United Kingdom

GPS tracking	75%
In cab video (including front-facing and driver-facing cameras)	44%
Asset/Trailer/Equipment Tracking	39%
Field Service Management (Scheduling, dispatch, communication)	41%

## Ireland

GPS tracking	87%
In cab video (including front-facing and driver-facing cameras)	51%
Asset/Trailer/Equipment Tracking	40%
Field Service Management (Scheduling, dispatch, communication)	47%

## France

GPS tracking	65%
In cab video (including front-facing and driver-facing cameras)	40%
Asset/Trailer/Equipment Tracking	42%
Field Service Management (Scheduling, dispatch, communication)	47%

## Germany

GPS tracking	70%
In cab video (including front-facing and driver-facing cameras)	43%
Asset/Trailer/Equipment Tracking	45%
Field Service Management (Scheduling, dispatch, communication)	54%

## Austria

GPS tracking	68%
In cab video (including front-facing and driver-facing cameras)	33%
Asset/Trailer/Equipment Tracking	35%
Field Service Management (Scheduling, dispatch, communication)	31%

## A picture of fleet technologies implementation in Europe



### Italy

GPS tracking	73%
In cab video (including front-facing and driver-facing cameras)	41%
Asset/Trailer/Equipment Tracking	43%
Field Service Management (Scheduling, dispatch, communication)	46%

### The Netherlands

GPS tracking	72%
In cab video (including front-facing and driver-facing cameras)	43%
Asset/Trailer/Equipment Tracking	43%
Field Service Management (Scheduling, dispatch, communication)	50%

### Belgium

GPS tracking	72%
In cab video (including front-facing and driver-facing cameras)	40%
Asset/Trailer/Equipment Tracking	37%
Field Service Management (Scheduling, dispatch, communication)	39%

### Portugal

GPS tracking	69%
In cab video (including front-facing and driver-facing cameras)	47%
Asset/Trailer/Equipment Tracking	46%
Field Service Management (Scheduling, dispatch, communication)	45%

### Poland

GPS tracking	70%
In cab video (including front-facing and driver-facing cameras)	39%
Asset/Trailer/Equipment Tracking	49%
Field Service Management (Scheduling, dispatch, communication)	50%

# Map of goals achieved since implementing a GPS fleet tracking solution in Europe

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

## ■ Spain

Decrease in fuel consumption	52%
Improved productivity (e.g., number of jobs, vehicle utilisation)	59%
Decrease in accidents	51%
Tachograph/Regulatory compliance	55%

Improved customer service	67%
Improved vehicle maintenance	32%
Decrease in labour costs	22%
Improved routing	56%
Reduced CO <sub>2</sub>	36%

## ■ United Kingdom

Decrease in fuel consumption	63%
Improved productivity (e.g., number of jobs, vehicle utilisation)	59%
Decrease in accidents	42%
Tachograph/Regulatory compliance	64%

Improved customer service	70%
Improved vehicle maintenance	22%
Decrease in labour costs	15%
Improved routing	77%
Reduced CO <sub>2</sub>	61%

## ■ Ireland

Decrease in fuel consumption	56%
Improved productivity (e.g., number of jobs, vehicle utilisation)	61%
Decrease in accidents	44%
Tachograph/Regulatory compliance	63%

Improved customer service	71%
Improved vehicle maintenance	34%
Decrease in labour costs	24%
Improved routing	73%
Reduced CO <sub>2</sub>	46%

## Map of goals achieved since implementing GPS Fleet Tracking Solution in Europe

### ■ France

Decrease in fuel consumption	53%
Improved productivity (e.g., number of jobs, vehicle utilisation)	62%
Decrease in accidents	50%
Tachograph/Regulatory compliance	56%

Improved customer service	66%
Improved vehicle maintenance	43%
Decrease in labour costs	34%
Improved routing	60%
Reduced CO <sub>2</sub>	42%

### ■ Germany

Decrease in fuel consumption	50%
Improved productivity (e.g., number of jobs, vehicle utilisation)	62%
Decrease in accidents	53%
Tachograph/Regulatory compliance	61%

Improved customer service	71%
Improved vehicle maintenance	40%
Decrease in labour costs	27%
Improved routing	56%
Reduced CO <sub>2</sub>	56%

### ■ Austria

Decrease in fuel consumption	45%
Improved productivity (e.g., number of jobs, vehicle utilisation)	57%
Decrease in accidents	38%
Tachograph/Regulatory compliance	68%

Improved customer service	71%
Improved vehicle maintenance	25%
Decrease in labour costs	28%
Improved routing	60%
Reduced CO <sub>2</sub>	39%

### ■ Italy

Decrease in fuel consumption	47%
Improved productivity (e.g., number of jobs, vehicle utilisation)	57%
Decrease in accidents	48%
Tachograph/Regulatory compliance	61%

Improved customer service	73%
Improved vehicle maintenance	35%
Decrease in labour costs	36%
Improved routing	67%
Reduced CO <sub>2</sub>	46%

# Map of goals achieved since implementing GPS Fleet Tracking Solution in Europe

## ■ The Netherlands

Decrease in fuel consumption	61%
Improved productivity (e.g., number of jobs, vehicle utilisation)	64%
Decrease in accidents	52%
Tachograph/Regulatory compliance	57%

Improved customer service	74%
Improved vehicle maintenance	30%
Decrease in labour costs	29%
Improved routing	63%
Reduced CO <sub>2</sub>	48%

## ■ Belgium

Decrease in fuel consumption	56%
Improved productivity (e.g., number of jobs, vehicle utilisation)	58%
Decrease in accidents	30%
Tachograph/Regulatory compliance	66%

Improved customer service	64%
Improved vehicle maintenance	39%
Decrease in labour costs	23%
Improved routing	60%
Reduced CO <sub>2</sub>	42%

## ■ Portugal

Decrease in fuel consumption	53%
Improved productivity (e.g., number of jobs, vehicle utilisation)	56%
Decrease in accidents	46%
Tachograph/Regulatory compliance	60%

Improved customer service	71%
Improved vehicle maintenance	30%
Decrease in labour costs	31%
Improved routing	56%
Reduced CO <sub>2</sub>	51%

## ■ Poland

Decrease in fuel consumption	57%
Improved productivity (e.g., number of jobs, vehicle utilisation)	60%
Decrease in accidents	54%
Tachograph/Regulatory compliance	65%

Improved customer service	72%
Improved vehicle maintenance	36%
Decrease in labour costs	25%
Improved routing	64%
Reduced CO <sub>2</sub>	39%



# Map of timeframe of ROI in Europe

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

## ■ Spain

Less than 3 months	6%
Between 3 and 6 months	28%
Between 7 and 12 months	52%

## ■ Ireland

Less than 3 months	0%
Between 3 and 6 months	34%
Between 7 and 12 months	59%

## ■ Germany

Less than 3 months	5%
Between 3 and 6 months	23%
Between 7 and 12 months	59%

## ■ Italy

Less than 3 months	5%
Between 3 and 6 months	33%
Between 7 and 12 months	48%

## ■ Belgium

Less than 3 months	5%
Between 3 and 6 months	28%
Between 7 and 12 months	57%

## ■ Poland

Less than 3 months	3%
Between 3 and 6 months	36%
Between 7 and 12 months	47%

## ■ United Kingdom

Less than 3 months	4%
Between 3 and 6 months	36%
Between 7 and 12 months	43%

## ■ France

Less than 3 months	6%
Between 3 and 6 months	35%
Between 7 and 12 months	44%

## ■ Austria

Less than 3 months	9%
Between 3 and 6 months	37%
Between 7 and 12 months	42%

## ■ The Netherlands

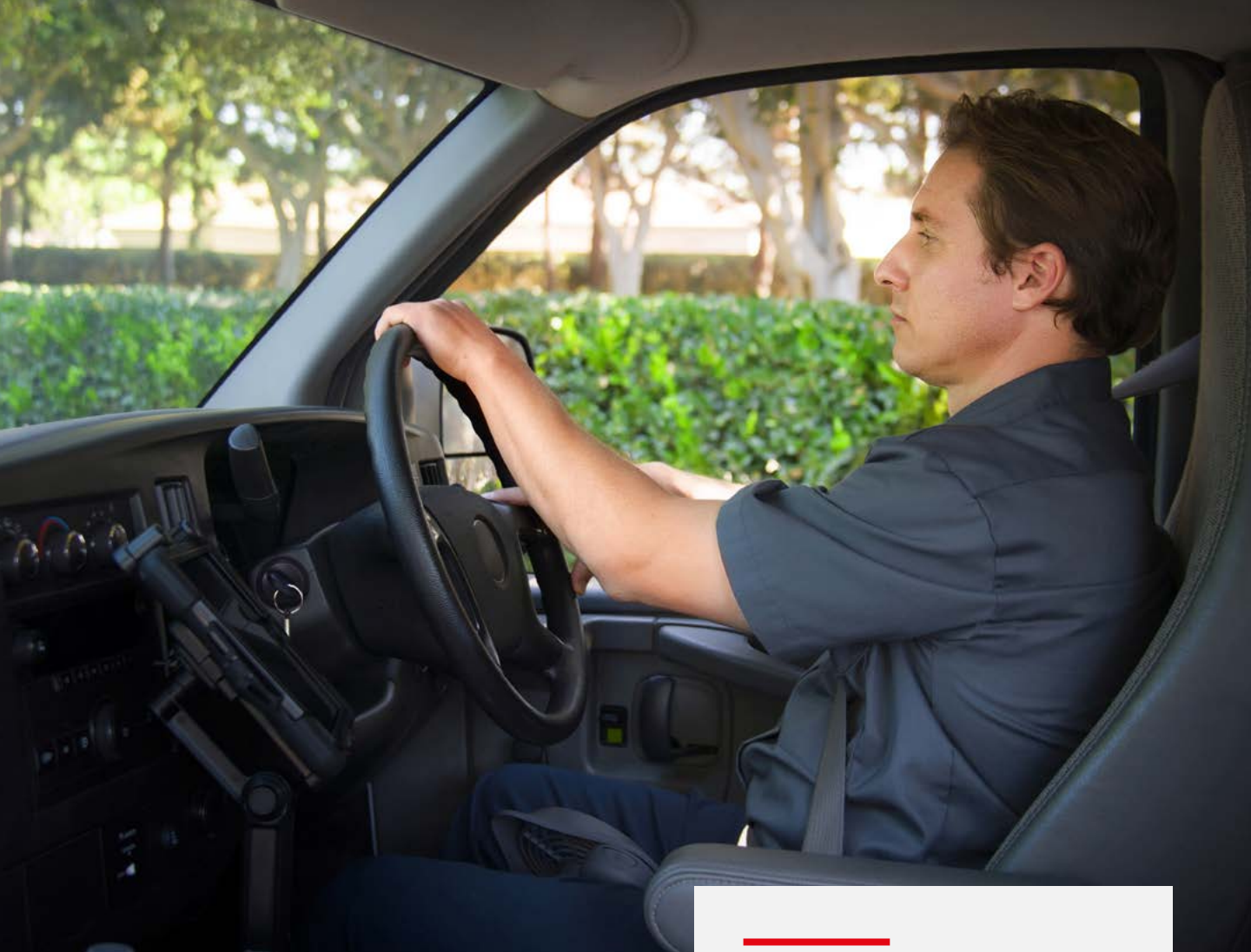
Less than 3 months	4%
Between 3 and 6 months	39%
Between 7 and 12 months	43%

## ■ Portugal

Less than 3 months	4%
Between 3 and 6 months	34%
Between 7 and 12 months	51%

# These are the top 10 most important challenges that Fleet Managers face everyday in the EU in 2022

Ranking Position	Daily Challenges	Extremely or very impactful
1	Fuel	71%
2	Increased costs	68%
3	Meeting customer demand and expectations	62%
4	Labour costs	60%
5	Safety	57%
6	Competitive pressure	56%
7	Increased regulatory requirements	55%
8	CO2 reduction	55%
9	Complexity of service offerings	54%
10	Inefficiencies in scheduling/dispatching	50%



# 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 will help your fleet withstand the complex business environment or any other emergency in the future.

Fleet tracking technology goes beyond just dots on a map. It gives fleet managers much-needed visibility into driver behaviours, fleet costs and vehicle wear and tear. With dashboards and customisable reports, you can check the pulse of our 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 1,300 European 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 revolutionising 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 +44 800 975 4566 or visit [verizonconnect.com/uk](https://verizonconnect.com/uk) to learn more about our powerful, easy-to-use fleet solutions for businesses of all sizes.

**verizon**<sup>v</sup>  
**connect**