

2024 Fleet Technology Trends Report in Australia and New Zealand

The background features a dark theme with a stylized city skyline silhouette at the top. Below it, a network of red and grey lines, resembling circuitry or data paths, flows across the page. Several yellow geometric shapes, including a diamond, a square, and an octagon, are placed at various points along these lines. The overall aesthetic is modern and technological.

verizon^v
connect

Business owners trust fleet management technologies to build resilience and get results.

Technology consolidates its position as one of the best allies for businesses to obtain results and build resilience.

Economic uncertainty sets the scene in the Australian and New Zealand markets. Moreover, in both countries there is a slowdown in economic activity, which has a direct impact on companies.

Plus, although the economic growth forecasts for both markets are not the most encouraging, according to the Reserve Bank of Australia, they do show moderate economic growth, but it is predicted to improve over the course of the year!

Despite all the challenges and the uncertainty of the market, 2023 showed that confidence in fleet technology in Australia and New Zealand helped businesses to get results and stay competitive.

The Fleet Technology Trends Survey conducted for Verizon Connect by ABI Research reported that **72%** of fleets in Australia and **74%** in New Zealand (7% more than last year) are using GPS tracking technology in 2023, showing that it is a growing solution for businesses.

This report, based on surveys completed by a total of **371 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.

Source 1: <https://www.rba.gov.au/publications/smp/2023/may/economic-outlook.html>

Here are some of the key takeaways:

- **84%** of survey respondents in Australia and **79%** in New Zealand who have a GPS tracking solution stated that it is “very” or “extremely” beneficial.
- **70%** of survey respondents in Australia and **75%** in New Zealand fleet management solutions who have a GPS tracking solution stated that it is “very” or “extremely” beneficial in reducing your fleet costs.
- **32%** of respondents stated they reached a positive ROI within 3 months to 6 months and **53%**, between 7 months to 1 year in Australia
- **27%** of respondents stated they reached a positive ROI within 3 months to 6 months and **50%**, between 7 months to 1 year in New Zealand
- Customer service will make a difference in the near future that can help to improve customer retention and customer satisfaction.
- Concretely, **56%** of survey respondents in Australia reported improved customer service since they implemented a Fleet Tracking solution and **54%** in New Zealand
- **82%** of survey respondents in Australia and New Zealand who have a GPS tracking solution stated that it is “very” or “extremely” beneficial”
- **49%** of survey respondents improved productivity, fleets are realising material cost savings from fleet technologies: **51%** of those implementing GPS fleet tracking have lowered their fuel consumption, another **42%** have reduced accidents, **28%** have lowered labour costs in Australia and New Zealand
- For smart technologies like smart video, **72%** improved driver safety, **59%** of video solution adopters have reduced accident costs, **69%** improved protection from false claims and **44%** have reduced insurance costs
- **53%** 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 2024.

82% of survey respondents in Australia and New Zealand who have a GPS tracking solution stated that it is “very” or “extremely” beneficial to manage their fleets.

The number of fleets using GPS tracking technology is **72% in Australia and 74% in New Zealand** in 2023

Fleet technology currently utilised in Australia and New Zealand:

73%

GPS tracking.

50%

Field service management (scheduling, dispatch, communication).

47%

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

48%

Asset/ trailer/ equipment tracking.

Australia 2023

72%

GPS tracking.

49%

Field service management (scheduling, dispatch, communication).

48%

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

47%

Asset/ trailer/ equipment tracking.

New Zealand 2023

74%

GPS tracking.

52%

Field service management (scheduling, dispatch, communication).

47%

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

49%

Asset/ trailer/ equipment tracking.

84% of survey respondents in Australia who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

79% of survey respondents in New Zealand who have a GPS tracking solution stated that it is “very” or “extremely beneficial”.

70% of survey respondents in Australia and 75% in New Zealand who have a GPS tracking solution stated that it is “very” or “extremely” beneficial in reducing your fleet costs.

Business size

Fleet technology currently utilised by business size:

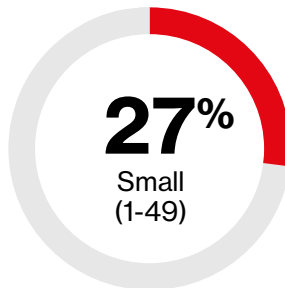
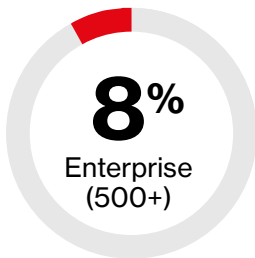
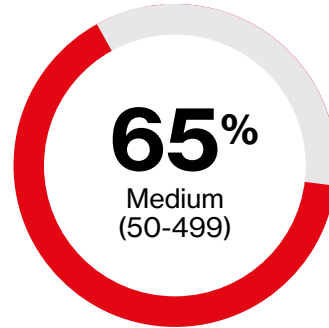
2023 Australia	Small (1-49 vehicles)	Medium (50-499 vehicles)	Enterprise (+500 vehicles)
GPS tracking	66%	69%	91%
Field service management (scheduling, dispatch, communication)	26%	49%	72%
In-cab video (including front facing and driver facing cameras)	20%	49%	75%
Asset/ trailer/ equipment tracking	17%	48%	78%

2023 New Zealand	Small (1-49 vehicles)	Medium (50-499 vehicles)	Enterprise (+500 vehicles)
GPS tracking	56%	79%	81%
Field service management (scheduling, dispatch, communication)	26%	53%	95%
In-cab video (including front facing and driver facing cameras)	31%	49%	67%
Asset/ trailer/ equipment tracking	31%	49%	81%

Industry spotlight

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

■ Construction



76%

GPS tracking.

50%

Asset/ trailer/
equipment tracking.

42%

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

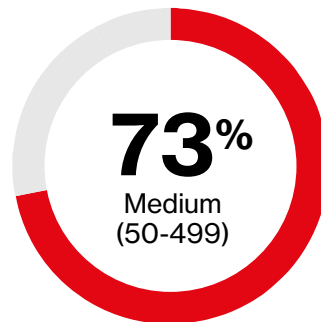
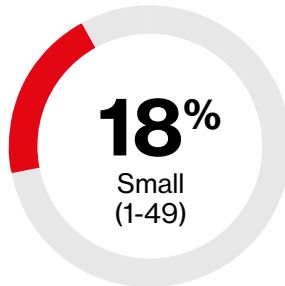
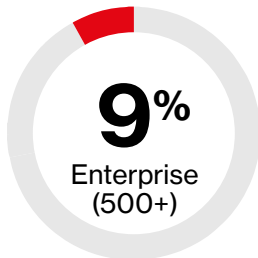
50%

Field service management
(scheduling, dispatch,
communication).

83% of survey respondents from Australia and New Zealand in the Construction industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and **74%** in reducing their fleet costs.

Industry spotlight

■ General Freight



77%

GPS tracking.

48%

Asset/ trailer/
equipment tracking.

46%

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

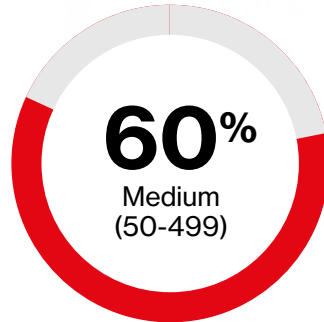
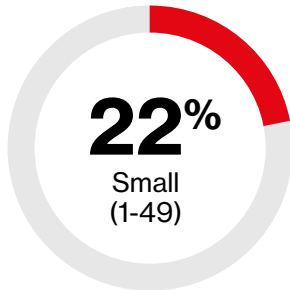
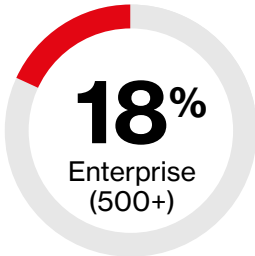
50%

Field service management
(scheduling, dispatch,
communication).

77% of survey respondents from Australia and New Zealand in the General Freight industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and **61%** in reducing their fleet costs.

Industry spotlight

■ Services



71%

GPS tracking.

45%

Asset/ trailer/
equipment tracking.

53%

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

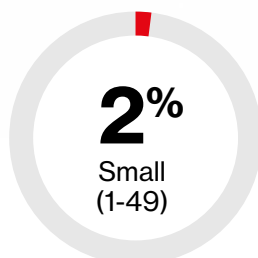
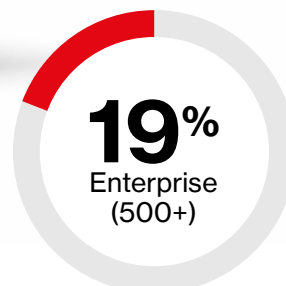
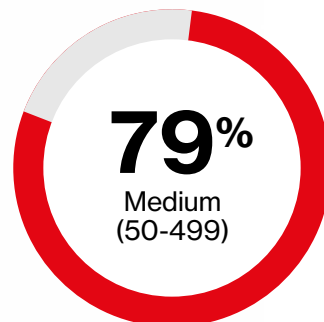
48%

Field service management
(scheduling, dispatch,
communication).

83% of survey respondents from Australia and New Zealand in the Services industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and **78%** in reducing their fleet costs.

Industry spotlight

■ Ground transportation (Passenger transportation)



77%

GPS tracking.

49%

Asset/ trailer/
equipment tracking.

51%

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

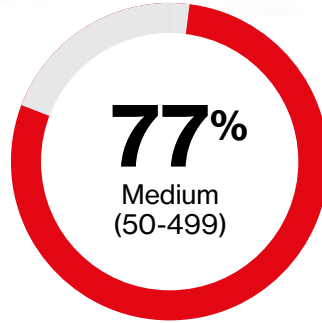
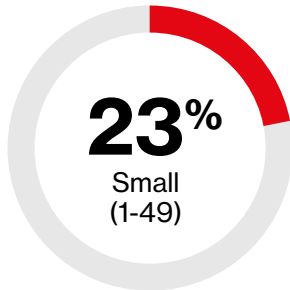
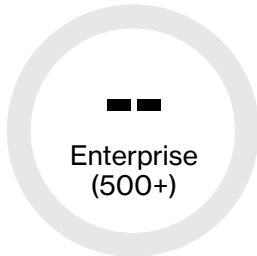
61%

Field service management
(scheduling, dispatch,
communication).

85% of survey respondents from **Australia and New Zealand** in the **Ground Transportation industry** who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and **72%** in reducing their fleet costs.

Industry spotlight

■ Government



73%

GPS tracking.

32%

Asset/ trailer/
equipment tracking.

36%

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

59%

Field service management
(scheduling, dispatch,
communication).

88% of survey respondents in
**Australia and New Zealand in the
Government sector** who have a
GPS tracking solution stated that
it is “very” or “extremely beneficial”
to manage their fleets and **91%** in
reducing their fleet costs.

When customers achieve their goals with fleet tracking technology, their expectations are exceeded.

Fleet technology trends survey key takeaways in Australia:

84%

of respondents using GPS fleet tracking software found it “very” or “extremely beneficial” in helping manage their fleets.

70%

of respondents using GPS fleet tracking software found it “very” or “extremely beneficial” in reducing their fleet costs.

32%

reported a positive ROI within 3-6 months and 53% between 7 to 12 months.

GPS tracking is, for the second year in a row, the top fleet management technology most used in Australia.

68%

of companies utilising asset tracking have seen improvement in utilisation.

76%

of video solution adopters have improved driver safety.

70%

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

Customer service is identified as the most important differentiator among businesses.

GPS fleet tracking respondents reported:

56%

improved customer service.

49%

have improved productivity.

49%

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

47%

have reduced accidents.

When customers achieve their goals with fleet tracking technology, their expectations are exceeded.

Fleet technology trends survey key takeaways in New Zealand:

79%

of respondents using GPS fleet tracking software found it “very” or “extremely beneficial” in helping manage their fleets.

75%

of respondents using GPS fleet tracking software found it “very” or “extremely beneficial” in reducing their fleet costs.

27%

reported a positive ROI within 3-6 months and 50% between 7 to 12 months.

GPS tracking is, for the second year in a row, the top fleet management technology most used in New Zealand.

68%

of companies utilising asset tracking have seen improvement in utilisation.

67%

of video solution adopters have improved driver safety.

68%

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

Customer service is identified as the most important differentiator among businesses.

GPS fleet tracking respondents reported:

54%

improved customer service.

50%

have improved productivity.

52%

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

37%

have reduced accidents.

Businesses continue to **protect their teams and customers,** while building resilience.

Businesses are tackling the current global economic challenges characterised by inflation, recession and with slowed economic activity in Australia and New Zealand.¹

In this scenario, where uncertainty and the expectation for the outlook of global growth are key for businesses, they continue trusting in fleet management technologies that can help build resilience, boost efficiency and reduce fleet costs.

Source 1: <https://www.rba.gov.au/publications/smp/2023/may/economic-outlook.html>

Businesses take action in Australia and New Zealand:

64%

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

52%

Invest in a system that helps track vehicle data.

46%

Focus on plugging cost leakages because of inefficient routes, fuel overuse, unsafe driving habits.

42%

Monitor employee and vehicle hours closely.

40%

Use fleet management technology to improve efficiency on daily operations.

25%

Maintain current initiatives.

31%

Ramp up current initiatives.

36%

Extend current car leasing/renting contracts.



Businesses continue to protect their teams and customers, while building resilience.

Australia:

65%

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

57%

Invest in a system that helps track vehicle data.

47%

Focus on plugging cost leakages because of inefficient routes, fuel overuse, unsafe driving habits.

41%

Monitor employee and vehicle hours closely.

42%

Use fleet management technology to improve efficiency on daily operations.

27%

Maintain current initiatives.

28%

Ramp up current initiatives.

35%

Extend current car leasing/renting contracts.

New Zealand:

63%

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

47%

Invest in a system that helps track vehicle data.

46%

Focus on plugging cost leakages because of inefficient routes, fuel overuse, unsafe driving habits.

38%

Monitor employee and vehicle hours closely.

43%

Use fleet management technology to improve efficiency on daily operations.

23%

Maintain current initiatives.

33%

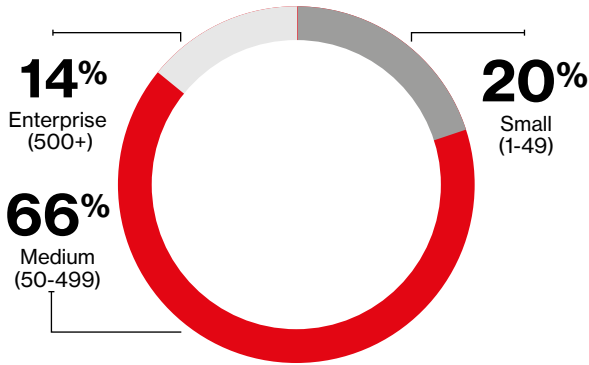
Ramp up current initiatives.

38%

Extend current car leasing/renting contracts.

Who responded to the study?

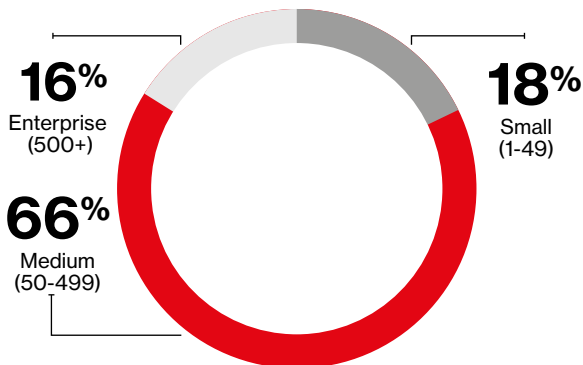
Respondents by fleet size in total:



Respondents by job function in total:

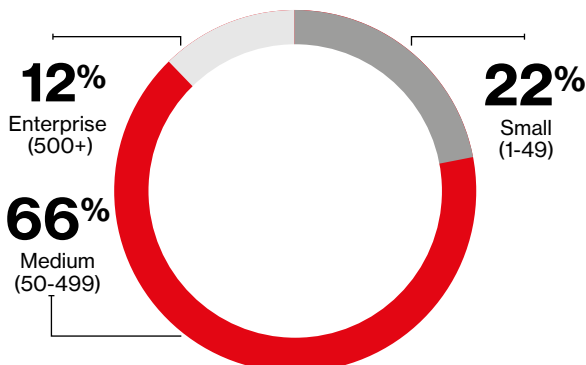
Fleet manager	28%
Finance	34%
Risk/Safety	19%
Management	13%
Executive	6%

Australia:



Fleet manager	29%
Finance	32%
Risk/Safety	19%
Management	13%
Executive	7%

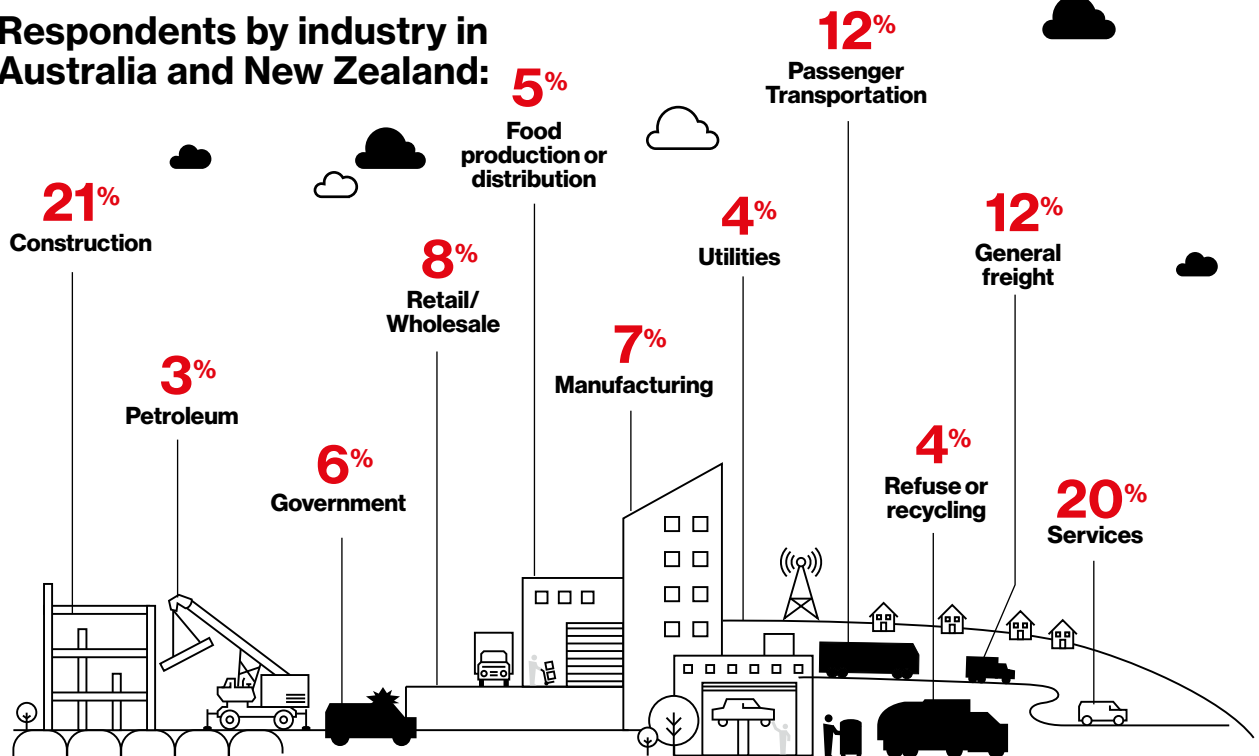
New Zealand:



Fleet manager	27%
Finance	36%
Risk/Safety	18%
Management	13%
Executive	6%

Who responded to the study?

Respondents by industry in Australia and New Zealand:



Who uses fleet management systems?

Overall, **72%** of all respondents currently use GPS Fleet Tracking Software in 2023 in Australia and **74%** in New Zealand.

Concretely, the average fleet size for all respondents to the survey in Australia is 156. In the case of New Zealand, the average fleet size for all respondents to the survey is 135. These fleets are composed of various types of vehicles.



Australia:

The average fleet size for all respondents in this survey was **156**. These fleets are comprised of various types of vehicles.

Cars	50
Light-duty trucks (vans)	28
Medium-duty trucks	28
Heavy-duty trucks	26
Off-road equipment	13
Trailers	11

New Zealand:

The average fleet size for all respondents in this survey was **135**. These fleets are comprised of various types of vehicles.

Cars	52
Light-duty trucks (vans)	24
Medium-duty trucks	25
Heavy-duty trucks	19
Off-road equipment	7
Trailers	8

The benefits of GPS fleet tracking solutions that empower your business.

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, labour costs and cost savings 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.

Positive improvements	Total	Australia	New Zealand
Improved customer service	55%	56%	54%
EWD/ regulatory compliance	54%	54%	53%
Improved routing	50%	46%	55%
Improved productivity	49%	49%	50%
Decrease in fuel consumption	51%	49%	52%
Decrease in accidents	42%	47%	37%
Improved vehicle maintenance	36%	37%	34%
Decrease in labour costs	28%	28%	30%
Improved fuel tax claim	32%	33%	31%
CO2 reduction	40%	42%	38%
Improved safety	22%	27%	17%
Improved managing daily operations	31%	30%	33%
Improved sustainability	28%	31%	26%
Improved efficiency	35%	31%	39%


In what time frame 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 Services sector leads the top industries in realising a positive ROI in one year or less. Impressively, over **76%** of all respondents across all industries realised a positive ROI in a year or less.

Timeframe to achieve positive ROI 2023 Australia and New Zealand		One year or less	More than one year
	General Freight	77%	18%
	Passenger Transportation	88%	12%
	Government	88%	6%
	Construction	88%	10%
	Services	92%	6%



 **Sarah Armstrong** 2:15pm
Sydney Park Rd, Erskineville NSW
35 mins stopped



How technology boosts your business results.

A majority of respondents across industries in Australia and New Zealand said GPS Fleet Tracking has had an impact on their fleet operations - **82%** consider fleet tracking “extremely” or “very beneficial”.

Also, **73%** of respondents stated that GPS fleet management helped in reducing fleet costs which is key for businesses in this challenging economic paradigm.

Within the Services industry, **42%** of those currently using a GPS fleet tracking solution realised reduced fuel consumption. This is essential as many businesses are finding it crucial to reduce costs in every business-day.

Services industry in Australia and New Zealand

■ Top goals achieved since implementing GPS Tracking:

62%

Improved customer service.

44%

EWD/ regulatory compliance.

35%

Improved routing.

52%

Improved productivity.

42%

Decreased in fuel consumption.

39%

Decreased in accidents.

37%

Improved vehicle maintenance.

29%

Decreased in labour costs.

33%

Improved fuel tax credit claim.

37%

CO2 reduction.

21%

Improved safety.

29%

Improved managing daily operations.

29%

Improved sustainability.

29%

Improved efficiency.

83% of survey respondents in Australia and New Zealand in the Services industry who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and **78%** in reducing their fleet costs.

92% of respondents in the Services industry who have a GPS tracking solution achieved a positive ROI in one year or less.



The majority of respondents across all industries get tangible results for their businesses.

■ Top goals achieved since implementing GPS Tracking:

56%

Improved customer service.

59%

EWD/ regulatory compliance.

51%

Improved routing.

54%

Improved productivity.

49%

Decreased in fuel consumption.

42%

Decreased in accidents.

34%

Improved vehicle maintenance.

24%

Decreased in labour costs.

36%

Improved fuel tax credit claim.

36%

CO2 reduction.

24%

Improved safety.

34%

Improved managing daily operations.

27%

Improved sustainability.

41%

Improved efficiency.

83% of survey respondents in the **Construction industry** who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and **74%** in reducing their fleet costs.

88% in the **Construction industry** who have a GPS tracking solution achieved a positive ROI in one year or less.

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

■ Top goals achieved since implementing GPS Tracking:

50%

Improved customer service.

44%

EWD/ regulatory compliance.

53%

Improved routing.

32%

Improved productivity.

62%

Decreased in fuel consumption.

47%

Decreased in accidents.

47%

Improved vehicle maintenance.

38%

Decreased in labour costs.

29%

Improved fuel tax credit claim.

50%

CO2 reduction.

35%

Improved safety.

38%

Improved managing daily operations.

24%

Improved sustainability.

24%

Improved efficiency.

77% 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 fleets and **61%** in reducing their fleet costs.

77% of those surveyed in the General Freight industry who have a GPS tracking solution achieved a positive ROI in one year or less.

The Passenger Transportation industry improved regulatory compliance, customer service and productivity.

■ Top goals achieved since implementing GPS Tracking:

58%

Improved customer service.

61%

EWD/ regulatory compliance.

52%

Improved routing.

55%

Improved productivity.

33%

Decreased in fuel consumption.

33%

Decreased in accidents.

27%

Improved vehicle maintenance.

39%

Decreased in labour costs.

24%

Improved fuel tax credit claim.

39%

CO2 reduction.

15%

Improved safety.

27%

Improved managing daily operations.

24%

Improved sustainability.

36%

Improved efficiency.

85% 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 fleets and 72% in reducing their fleet costs.

88% of those surveyed in the Passenger Transportation industry who have a GPS tracking solution achieved a positive ROI in one year or less.

The Government sector improved productivity, regulatory compliance and efficiency.

■ Top goals achieved since implementing GPS Tracking:

38%

Improved customer service.

63%

EWD/ regulatory compliance.

44%

Improved routing.

69%

Improved productivity.

38%

Decreased in fuel consumption.

56%

Decreased in accidents.

38%

Improved vehicle maintenance.

38%

Decreased in labour costs.

38%

Improved fuel tax credit claim.

44%

CO2 reduction.

19%

Improved safety.

31%

Improved managing daily operations.

31%

Improved sustainability.

56%

Improved efficiency.

88% of survey respondents in the Government sector who have a GPS tracking solution stated that it is “very” or “extremely beneficial” to manage their fleets and 91% in reducing their fleet costs.

88% of those surveyed in the Government sector who have a GPS tracking solution achieved a positive ROI in one year or less.

Protect your drivers and your business with **fleet dashcams.**

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.

69%

Improved protection from false claims.

59%

Reduced accident costs.

46%

Reduced CO₂

48%

Improved fuel tax claim.

44%

Reduced insurance costs.

56%

Improved managing daily operations.

78% of survey respondents across all industries consider in-cab video “extremely” or “very beneficial” in all the industries to manage their fleets.

77% of those surveyed across all industries who have a smart video solution achieved a positive ROI in one year or less.

Intelligent AI dashcam video solutions help services businesses to **improve driver safety and protect from false claims.**

■ Goals achieved since implementing smart video in the Services industry:

77%

Improved driver safety.

74%

Reduced false claims.

54%

Reduced accident costs.

36%

Reduced insurance costs.

54%

Improved managing daily operations.

77% of survey respondents in the Services industry consider AI dashcam video solutions video “extremely” or “very beneficial” to manage their fleets.

74% of those surveyed in the Services industry who have AI dashcam video solutions achieved a positive ROI in one year or less.

■ Goals achieved since implementing smart video in the General Freight industry:

80%

Improved driver safety.

65%

Reduced false claims.

60%

Reduced accident costs.

35%

Reduced insurance costs.

50%

Improved managing daily operations.

60% of survey respondents in the General Freight industry consider AI dashcam video solutions video “extremely” or “very beneficial” to manage their fleets.

75% of those surveyed in the General Freight industry who have AI dashcam video solutions achieved a positive ROI in one year or less.

Asset tracking technology promotes safety, equipment utilisation and team productivity.

A majority of businesses across several industries said asset tracking has had a beneficial effect on their business operations. 67% consider asset tracking “extremely beneficial” or “very beneficial”.

Within the construction industry, 59% of those currently using an asset tracking solution improved equipment and trailer utilisation. Also, 62% 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 such as drivers, workers and office staff - which is key.

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

68%

Improved equipment/trailer utilisation.

53%

Improved equipment/trailer security.

43%

Reduced insurance costs.

56%

Improved safety.

51%

Improved sustainability.

50%

Improved efficiency/productivity drivers/workers.

51%

Improved efficiency/productivity for office staff/management.

44%

Improved fuel tax claim.

32%

CO2 reduction.

41%

Improved daily operations.

51%

Improved sustainability.

35%

Improved efficiency.

67% of survey respondents across all industries consider asset tracking solutions “extremely” or “very beneficial” to their businesses.

69% of those surveyed across all industries who have an asset tracking solution achieved a positive ROI in one year or less.

Construction Industry

■ Goals achieved since implementing Asset tracking in Australia and New Zealand:

59%

Improved equipment/
trailer utilisation.

62%

Improved equipment/
trailer security.

23%

Reduced insurance
costs.

59%

Improved safety.

51%

Improved sustainability.

62%

Improved efficiency/
productivity drivers/
workers.

54%

Improved efficiency/
productivity for office
staff/management.

49%

Improved fuel tax claim.

33%

Reduced CO₂.

33%

Improved daily
operations.

41%

Improved efficiency.

77% of survey respondents in the Construction industry consider asset tracking solutions “extremely” or “very beneficial” to their businesses.

74% of those surveyed in the Construction sector who have an asset tracking solution achieved a positive ROI in one year or less.



Cost savings can make a positive impact on business profitability.

According to our survey, **70%** of businesses in Australia and **68%** in New Zealand said that increased costs was one of the biggest business challenges (extremely or very impactful) followed by fuel costs (**64%** in Australia and **65%** in New Zealand), labour costs (**61%** in Australia) and (**60%**) 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 **15%**. Also a **17%** in accident costs reduction and a reduction in labour costs by **16%**.

Also, they reduced their vehicle maintenance cost which is a potential benefit of GPS fleet tracking technology by **16%** and an insurance costs reduction by **17%**.



2023	All industries	Services	General Freight	Passenger transportation	Construction	Government
Fuel cost reduction	15%	15%	15%	17%	15%	18%
Accident cost reduction	17%	16%	18%	20%	18%	20%
Labour cost reduction	16%	16%	15%	18%	15%	15%
Vehicle maintenance cost reduction	16%	13%	16%	18%	15%	14%
% Decrease in insurance costs	17%	16%	17%	16%	16%	18%

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

Which of the following fleet technologies do you currently utilise?

■ Total Australia and New Zealand

73%

GPS tracking.

50%

Field service management (scheduling, dispatch, communication).

47%

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

48%

Asset/ trailer/ equipment tracking.

■ Australia

72%

GPS tracking.

49%

Field service management (scheduling, dispatch, communication).

48%

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

47%

Asset/ trailer/ equipment tracking.

■ New Zealand

74%

GPS tracking.

52%

Field service management (scheduling, dispatch, communication).

47%

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

49%

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	56%
⬆️ Improved EWD/regulatory compliance	54%
⬆️ Improved routing	46%
⬆️ Improved productivity	49%
⬆️ Decrease in fuel consumption	49%
⬆️ Decrease in accidents	47%
⬆️ Improved vehicle maintenance	37%
⬆️ Decrease in labour costs	28%
⬆️ Improved fuel tax credit claim	33%
⬆️ CO2 reduction	42%
⬆️ Improved safety	27%
⬆️ Improved managing daily operations	30%
⬆️ Improved sustainability	31%
⬆️ Improved efficiency	31%



■ New Zealand

⬆️ Improved customer Service	54%
⬆️ Improved EWD/regulatory compliance	53%
⬆️ Improved routing	55%
⬆️ Improved productivity	50%
⬆️ Decrease in fuel consumption	52%
⬆️ Decrease in accidents	37%
⬆️ Improved vehicle maintenance	34%

⬆️ Decrease in labour costs	30%
⬆️ Improved fuel tax credit claim	31%
⬆️ CO2 reduction	38%
⬆️ Improved safety	17%
⬆️ Improved managing daily operations	33%
⬆️ Improved sustainability	26%
⬆️ Improved efficiency	39%

Map of **timeframe per ROI** in Australia and New Zealand.

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

■ Total Australia and New Zealand

Less than 3 months	7%
Between 3 and 6 months	30%
Between 7 and 12 months	51%

■ Australia

Less than 3 months	6%
Between 3 and 6 months	32%
Between 7 and 12 months	53%

■ New Zealand

Less than 3 months	8%
Between 3 and 6 months	27%
Between 7 and 12 months	50%


Here are the **top 10 daily challenges** that fleet managers face in Australia.


Ranking Position	Daily Challenges	Very or extremely impactful
1	Increased costs	70%
2	Fuel	64%
3	Labour costs	61%
4	Inaccuracy to claim your fuel tax credit on fuel used	60%
5	Meeting customer demands and expectation	60%
6	Safety	57%
7	Inaccuracy or difficulty in calculating fuel tax credits to claim back	57%
8	Increased regulatory requirements	56%
9	Not enough quality drivers/technicians to meet business demands	56%
10	Complexity of service offerings	52%

Here are the **top 10 daily challenges** that fleet managers face in New Zealand.

Ranking Position	Daily Challenges	Very or extremely impactful
1	Increased costs	68%
2	Fuel	65%
3	Labour costs	60%
4	Meeting customer demands and expectations	58%
5	Safety	57%
6	Not enough quality drivers/technicians to meet business demands	56%
7	Competitive Pressure	55%
8	Complexity of service offerings	50%
9	Increased regulatory requirements	49%
10	Internal administration	48%



 **Lewis Holland** 2:15pm
Moving NE at 34 kmh
ETA — 6mins

 **Jeff Roland** 2:15pm
Moving S at 80 kmh
ETA - 35 mins

 **Shaun McRoy** 2:15pm
Moving N at 60 kmh
ETA - 10 mins



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 behaviour, fleet costs and vehicle wear and tear. With dashboards and customisable reports, you can check the pulse of your business at any point in time.

Methodology of the survey

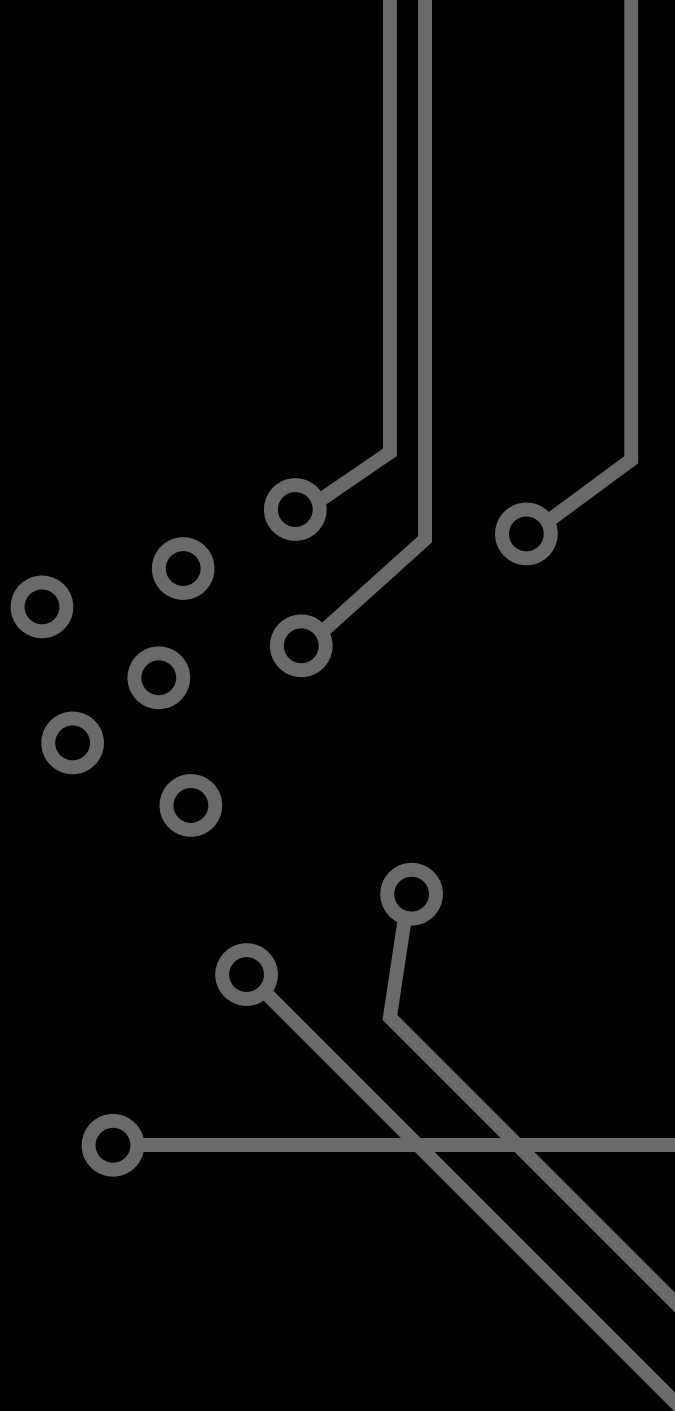
Conducted by ABI Research for Verizon Connect, this study aims to dive deeper into the understanding and adoption of GPS fleet tracking systems and other related technologies.

This report, based on surveys completed by a total of **371 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 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 1800 039 642 or visit verizonconnect.com/au to learn more about our powerful, easy-to-use fleet solutions for businesses of all sizes.



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connect**