Device Management

Link: https://help.gpsinsight.com/best-practice/device-management/ Last Updated: August 6th, 2020

This article borrows from several existing large-scale fleets who utilize our telematics product and the feedback they've given in regards to managing their device inventory, and so we aim to share these steps with you to help provide direction for fleets who benefit from defined hardware management practices.

Centralized Ordering System

Assigning one individual, or one group of individuals, to manage the ordering of new or replacement devices makes it extremely easy to keep track of incoming new hardware and the redistribution of that hardware to the shop techs/drivers/vehicles that require it.

Weekly Performance Report

For all accounts, we recommend scheduling the Performance Report to be run every Monday, which can be found in the list of available scheduled reports, and to have this report scheduled to be sent to fleet admins. These admins should review the report and identify any vehicles that have not reported within the past 10 days, determine if this is expected due to being out of service, or device uninstalled, etc., and for the vehicles that should be reporting make plans to complete hardware troubleshooting or verify installation.

Driver/Manager Complaints

Occasionally drivers and/or managers will question report accuracy from installed devices. It's recommended these complaints should be escalated to the fleet admin, where they can determine if the complaint is valid or not. If valid then the fleet admin should create an internal ticket within their fleet management system then coordinate with the driver/manager to contact Support while near the vehicle.

Support Casing/Troubleshooting

When contacting Support to troubleshoot a device there are generally two outcomes – either the device is proven to be working and in good order (an update may or may not be required, or the installation may need to be revisited and corrected) or the device can be found faulty. If a device a found faulty, and the support rep determines the only resolution is to send a replacement then that replacement should be sent to the attention of the fleet admin. The fleet admin will then be able to monitor the incoming replacement, schedule service for the physical device swap, and ultimately close the ticket once resolved.

Summary

By following some of these simple steps a user can easily simplify the device management process for a fleet. For fleets looking to gain further help and services with regards to hardware management feel free to ask us about our Enhanced Hardware Services.

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