

Cybit

fleetstar•

**Fleetstar – next generation
fleet and asset management
solutions**



Optimising your fleet and asset management performance with Fleetstar from Cybit

"We selected Cybit and its Fleetstar-Online solution after an extensive three-month competitive evaluation period, during which Cybit clearly demonstrated its ability to deliver substantial business benefit to Sainsbury's using its proven telematics technology platform, backed by an extensive portfolio of value added services."

Jason Soar, Sainsbury's Delivery Operations Manager

Cybit Limited is the UK's leading Telematics Service Provider (TSP), delivering an extensive portfolio of Internet-based software and support services to large and small enterprises.

Our solutions have already been implemented in over 1000 organisations where they provide visibility to mobile workforce activity and enable businesses to identify, measure and target specific areas impacting operational cost, productivity and Duty of Care compliance.

Unrivalled track record of telematics innovation

Cybit's ongoing commitment to innovation means that a significant proportion of turnover is invested in R&D, ensuring that the company sets the standard when it comes to telematics innovation. The company was one of the first to market with GPRS based fleet management solutions, and has led the way in terms of Duty of Care, Job Management and other value added solutions which help unlock the true value that a telematics implementation can bring to our customers' businesses.

This ongoing focus on the development of new products and services ensures businesses implementing Fleetstar future-proof their telematics investment. Cybit has many examples of customers who have increased their use of telematics in line with our expanding portfolio.

Powerful international capabilities

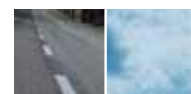
With operations in the UK, Sweden and Germany and customers in other European markets, Cybit is ideally placed to support organisations requiring pan-European telematics support. Cybit's Fleetstar-Online solution is available in English, German and Swedish with other language variants and local infrastructure planned on an ongoing basis.

Industry's first fully-modular Internet-based telematics solution

Introducing Fleetstar into your business can help you to:

- capture live, location-based information on your vehicle fleet and mobile workers to help improve operational performance
- increase productivity by using exception-based reports to measure fleet performance and optimise your business processes
- ensure enhanced Duty of Care provision by helping your people to stay in touch and be safe
- assist with legislative compliance involving working time and HSE directives
- provide analyses and trend information over extended periods using Fleetstar's Data Analyser
- achieve optimum efficiency by combining live tracking data with job status reports from mobile workers using PDAs
- monitor planned vs. actual reporting by integrating Fleetstar-Online with job management solutions.
- Use job progression and vehicle tracking data to calibrate planning & scheduling applications.

Fleetstar provides detailed reports on all your vehicles all of the time. Each vehicle's location, speed and direction are displayed on Cybit's accurate street-level mapping to provide you with live updates as well as detailed reports. And because Fleetstar is a modular fleet management system, we can match your functional and budget requirements while still delivering a rapid return on your investment.





Fleetstar – unique modular architecture

Fleetstar can support all of your fleet and asset management requirements, from smaller fleets that require live vehicle tracking and comprehensive reports through to major enterprise applications that require more complex reporting, in-vehicle hardware, voice and data communications, intelligent 'off-board' satellite navigation, mobile resource management, PDA integration and proactive stolen vehicle recovery. As our customers' requirements change during the contract period, Fleetstar-Online can be upgraded to provide the desired level of functionality and associated Return on Investment.

Fleetstar portfolio of modular solutions

Whatever your requirement, there's a Fleetstar solution to meet your needs. Fleetstar-Online is Cybit's market leading telematics solution providing a range of additional services and functionality. However, businesses that require a simple vehicle tracking solution can still benefit from Fleetstar's market-leading research & development capabilities by opting for a packaged entry-level telematics solution available exclusively through Cybit's expanding reseller channel:

Fleetstar Reporter

Fleetstar-Reporter allows organisations to 'start simple' and easily upgrade their functionality at a later date as their business requirements evolve. Fleetstar-Reporter provides regular reports on fleet activity so that businesses can analyse key metrics and enhance the productivity and effectiveness of their fleets.

Fleetstar AVL

Fleetstar-AVL provides SMEs with the ability to capture live location-based information, use exception-based reports to measure performance and refine business processes, and ensure enhanced Duty of Care provision by analysing driving practices and live tracking.

Adding value with Fleetstar-Online

Fleetstar-Online's proven open architecture encourages businesses to embed core Fleetstar-Online telematics technology into their own value-added solutions. Thanks to Fleetstar-Online's API (Application Programming Interface) you can work closely with Cybit Consultancy Services to integrate your existing enterprise systems and core business applications for effective management reporting.

Reduce your fleet insurance costs with Norwich Union's Fleet Telematics from Cybit

Managing fleet insurance costs in today's environment can be challenging. That's why Cybit has partnered with a national network of insurance brokers to offer Norwich Union's Fleet Telematics Insurance service. This service gives Fleetstar-Online customers the opportunity to obtain fixed insurance premiums for 2 or 3 years and a Risk Recognition Rebate given as a percentage of a fleet's annual premium in return for meeting agreed risk management benchmarks.

"As well as the operational and cost benefits we expect from the system, we will also get a better insurance deal through the Fleet Telematics offer from Norwich Union, which will help us to save money through fixed premiums and risk recognition rebates. The solution brings broad functionality that benefits many different areas of our business, and the support from Cybit - in terms of training and consultancy - will continue to add value to the implementation"

Richard Adlem, Fleet Director, Scanfreight



Fleetstar-Online in detail:

Historical and real-time vehicle tracking and comprehensive reporting

The Advanced Vehicle Location (AVL) capabilities of Fleetstar-Online provides fleet managers with an extensive range of historical and real-time vehicle tracking capabilities, as well as full management and reporting facilities for each driver and vehicle within a mobile fleet.

Vehicles are fitted with a small electronic In-Vehicle Unit (IVU) that collects and stores information relating to the vehicle's movement / activity every 20 seconds. Vehicles are positioned using GPS (Global Positioning Satellites) that constantly triangulate their position as they move. Depending on the configuration chosen, this positional data is then transmitted at a pre-programmed interval to Cybit's Fleetstar-Online control centre either via GSM or GPRS wireless data. Raw vehicle positional data is then digitally map matched using sophisticated algorithms for the highest accuracy and is presented through a web portal providing street level maps and an extensive portfolio of management reports.

Location-based historical and real-time tracking of vehicles

Fleetstar-Online provides detailed vehicle and asset information including speed, mileage and driving time, street-level mapping across 21 European countries, and the ability to switch between GSM and GPRS networks for historical and real-time reporting. Core functionality includes:

- **Vehicle location** – including direction of travel, vehicle status and speed
- **Where is my nearest vehicle?** – powerful search capability that stack ranks the nearest available vehicles to any requested postcode. This helps route a vehicle to a collection or find the nearest available engineer to a customer
- **Traffic information** – real time traffic information covering 90 per cent of the UK's motorways and A roads
- **Stolen Vehicle Tracking** – Fleetstar-Online can help you track stolen vehicles in real-time, enabling their recovery. For proactive tracking, we also offer an RAC Trackstar Plus option
- **Journey playback** – enables the comparison of actual versus planned routes through the playback of a previous journey or number of journeys simultaneously
- **Route planning** – improve efficiency and costs by creating tailored routes for drivers so that they follow the quickest and safest routes



Detailed vehicle location



Journey playback

“We anticipate that this implementation will enable our whole enterprise to become more effective - from individual drivers to our office-based vehicle coordinators.”

**Andrew Howard, Managing Director,
PC Howard**



“We are pleased to say that we made the right choice by switching to Cybit because vehicle tracking plays an integral role in the delivery of a first class service to our customers.”

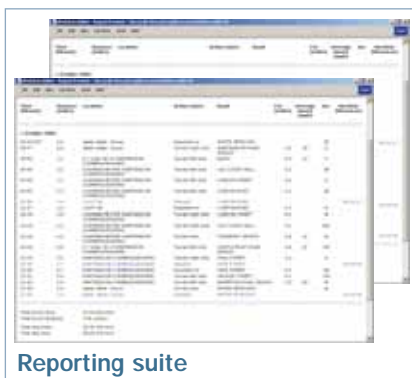
**Ross Hepburn, Managing Director,
Hepburn Group**



Comprehensive reporting with Fleetstar-Online

Fleetstar-Online includes a suite of management reports offering a wide range of driver and vehicle based reporting which can also be created as Microsoft Excel-compatible reports. These include:

- Timesheets – summary and detailed
- Exceptions – out of area, speeding, excessive idling, barred locations, zone reports (time and date stamped visits to specified locations)
- Mileage and service interval reporting
- Journey reports – summary and detailed
- Location attendance
- Driver performance
- Alert management
- Event management

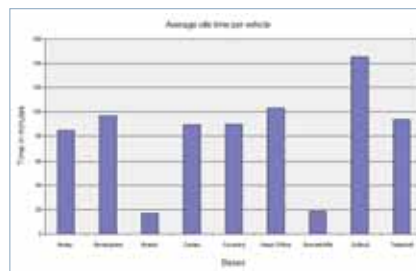


Advanced reporting with Data Analyser™

Summary reports which give an insight into the overall performance of your mobile operations over time need to be timely, accurate and easily available to different people at different levels across the business.

Fleetstar Data Analyser has been designed to make this process as easy as possible. Ideal for larger fleets, it allows analysis of Key Performance Indicators (KPIs) across fleet, operating site, region, business division and company levels.

Data Analyser provides a comprehensive and flexible reporting platform that supports user-definable reports encompassing graphics, drill-down capabilities and multiple output formats, including spreadsheet and PDF which can be automatically emailed to a pre-defined distribution list at set intervals.



Key Features

- User-definable reports including graphs and trend analysis
- Email scheduler to multiple recipients
- Reports available in HTML, spreadsheet, PDF and XML formats
- Summary telematics data is available from the date of installation*
- Analyse data across fleets, operating sites, region, division and company level

** Assumes Data Analyser commissioned from time of deployment*

Key Benefits

- Maximise your return on investment by using your vehicle tracking data to make informed strategic decisions
- Analyse cost reduction or productivity improvements over time to demonstrate bottom-line contribution
- Measure your Duty of Care performance over extended periods to demonstrate total compliance
- Measure the success of your project implementation and demonstrate ROI at board level.



Fleetstar-Online in detail:

Duty of Care, Lone Worker Support, and Driver ID capability

“By integrating Cybit’s GPRS solution with our existing vehicle routing system we have increased our delivery efficiency by 20 per cent and increased our Duty of Care provision through the two-way communication function.”

Stewart Potter, Group Logistics Manager, Marshalls

Managing risk with Fleetstar-Online

With Duty of Care becoming a key Corporate Governance issue, Fleetstar-Online customers can opt for a new module tailored to meet fleet compliance requirements in this area.

Fleetstar-Online’s Duty of Care module features powerful reporting capabilities to give organisations all the information needed to implement work related road safety policies. This key data can help fleet managers proactively manage the risks associated with their mobile staff on work journeys – whether they are full-time, temporary or are driving their own vehicles on company business.

Fleetstar-Online’s Duty of Care module is the industry’s first telematics-enabled offering, and provides sales, LCV and HGV fleet operators with the ability to conduct and manage their ongoing driver and vehicle risk assessments, with detailed management reports that help continuously reduce fleet risks.

Support for Lone Workers

Fleetstar-Online also offers support for lone workers through the addition of in-vehicle or remote panic alarms that, when pressed, trigger an e-mail or SMS message to a pre-selected individual or distribution list. The message can also include the location and postcode of the event. Fleetstar-Online Lone Worker support is particularly applicable for drivers carrying high value loads, operating regularly away from base in unfamiliar areas, or where their operating circumstances warrant additional support.


Duty of Care



Vehicle ID	Driver Name	Start Time	End Time	Status	Location
1001	John Smith	08:00	09:30	Active	London
1002	Jane Doe	09:00	10:00	Idle	Manchester
1003	Mike Brown	10:00	11:00	Active	Birmingham
1004	Sarah White	11:00	12:00	Idle	Cardiff
1005	David Green	12:00	13:00	Active	Edinburgh
1006	Emma Black	13:00	14:00	Idle	Glasgow
1007	James Grey	14:00	15:00	Active	Sheffield
1008	Olivia Blue	15:00	16:00	Idle	Leeds
1009	Benjamin Yellow	16:00	17:00	Active	Nottingham
1010	Charlotte Purple	17:00	18:00	Idle	Sheff

Detailed Vehicle Logs

Duty of Care



Driver Training Check

Vehicle: [Select Vehicle]

Driver: [Select Driver]

Training Status: [Select Status]

Notes: [Text Area]

[OK] [Cancel]

Driver Training Check

Automatically identifying vehicle drivers

Cybit’s Driver ID solution gives Fleetstar-Online users the ability to automatically identify who is driving any fleet vehicle at any time, and also provides complete control over exactly which drivers are permitted to drive which vehicles within a fleet. The Driver ID solution is particularly applicable for fleets with drivers who work multiple or staggered shifts, companies that use agencies to provide driver cover, for substitute drivers, or for those fleets whose drivers simply select a van or car from the yard.

A driver’s identification can be confirmed through either a personal PIN code, a smartcard or by using a Dallas key. Cybit’s in-vehicle Driver ID terminal then connects to the vehicle’s existing GPRS-enabled Fleetstar-Online unit. For added security the unit can be set up to immobilise the vehicle if incorrect driver identification is submitted. Cybit’s Driver ID system also provides a powerful means of helping organisations to distinguish between a driver’s business and private mileage, providing both parties with a detailed and accurate record of journeys completed.

mapAmobile mobile ‘phone location

Cybit has incorporated its mapAmobile mobile phone location technology into its Fleetstar-Online solution to provide organisations with the ability to effectively track their entire mobile workforce including drivers, contractors and other employees. mapAmobile mobile phone location information is now accessible within the Fleetstar-Online vehicle location module, which can be viewed directly on a standard web browser, providing organisations with a cost-effective alternative to GPS technology.



Fleetstar-Online in detail:

Event Management and Two-way messaging

Event Management through alerts and historical reporting

Fleetstar-Online can be configured to send alerts when certain pre-specified events occur. For example a vehicle parked at a customer site every night between 10pm and 6am can be set up to send an alert (e-mail or SMS to mobile phone(s) or pager) if the vehicle engine is started between the specified times.

More advanced Event Management can be provided by both alerts and historical reporting such as door openings and closings, and Power Take Off (PTO) activation for associated equipment such as cranes, pumping equipment and tipper hydraulics.

“With the Road Transport Directive now in effect, we needed a means to ensure that we are conforming with the legislation – we decided that telematics would provide this. After looking at the various systems on the market, we opted for Fleetstar because it offered the right solution for us, backed up by a strong level of service and support at a competitive price.”

**Andy McAvoy, Regional Manager,
Bernard Brogan Limited**

Supporting two-way messaging

Fleetstar-Online supports two-way data messaging between drivers and their office via a fixed Mobile Data Terminal (MDT), or other hand-held device that provides cost-effective communication and allows instructions to be issued and acknowledged. A rolling three month audit trail of communications is held on the Fleetstar-Online platform, and the terminal can be programmed to include pre-agreed canned messages such as ‘arrived at destination’ to simplify communication.

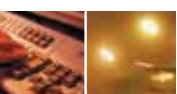
The MDT can also be supplied with a hands-free communication infrastructure enabling the driver to receive inbound calls and make either restricted (e.g. driver to base) or unrestricted outbound telephone calls.



Fleetstar-Online can include alerts via SMS and mobile phone location details



Two-way messaging and Driver ID solutions



Fleetstar-MRM:

Mobile Resource Management

"Fleetstar has already allowed us to make early gains in the three months since its initial implementation. This includes making better use of our workforce, with the knock-on effect of providing our clients with faster service delivery."

Gary Nunn, Director, Haymills

With Fleetstar-MRM fleet operators can examine productivity more critically by matching expected time for jobs with actual progress, and identify if mobile workers are running ahead of, or behind schedule.

Fleetstar-MRM combines additional job management functionality in Fleetstar-Online with a robust mobile application run from either handheld terminal, MDT or other ruggedised data terminal

Fleetstar-MRM



Graphical Timesheet

Ultimate visibility of job progression and performance against schedule with Fleetstar-MRM

Fleetstar-MRM enables businesses to achieve optimum efficiency by combining live tracking data with job status reports.

This new capability combines telematics with real-time traffic and scheduling data to enable dynamic fleet deployment and actual versus planned job management.

Using Fleetstar-MRM, customer service teams can view job performance in real time and managers can identify unrealistic schedules, validate planning assumptions and proactively manage events.

Fleetstar-MRM is aimed at the growing number of service and delivery organisations who need to know where their resources are in relation to their jobs and how the business is performing against planned schedules.

Managers can monitor performance using a unique 'utilisation view' with jobs for vehicles and/or drivers displayed on a timeline. Various colours denote the job status.

Improved Job Control with additional features in Fleetstar-Online

Fleetstar-MRM allows the creation or importing of jobs into Fleetstar-Online, on-screen viewing of all jobs for a vehicle, allocating jobs to vehicles and/or mobile workers and detailed reporting against performance.

Users can create and assign jobs manually, or import via CSV file. Alternatively, Fleetstar can be linked to an existing scheduling system using the Fleetstar API link so that the jobs are created automatically.

Fleetstar then matches the vehicle tracking data with the jobs schedule to provide users with a greater level of visibility of job attendance and progress against schedule.

Integration using Fleetstar-Online's API link

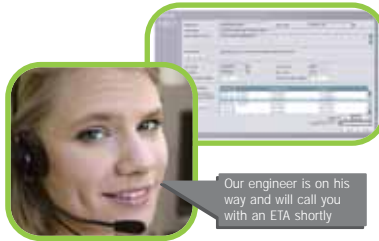
Fleetstar-Online offers a highly flexible XML based Applications Programming Interface (API). This interface provides a standard way for almost any third party system to connect easily, cost-effectively and securely to Fleetstar-Online, avoiding the complex and expensive integration issues normally associated with linking to corporate databases and enterprise environments.

Using the API link, job progression data can be extracted from Fleetstar-MRM and used to calibrate planning & scheduling applications.



Fleetstar-MRM:

How it works



Create / Allocate

Create and/or import jobs and view on street level map showing location of all current jobs, mobile employees and live traffic conditions.

Allocate to most appropriate employee using Fleetstar or route planning / dynamic scheduling applications.



Report & Administrate

Job completion, including signature or digital image capture, updates back office applications to minimise administration and shorten invoice cycle.

Generate summary and detailed reports including 'Plan vs Actual' job performance and employee timesheets.

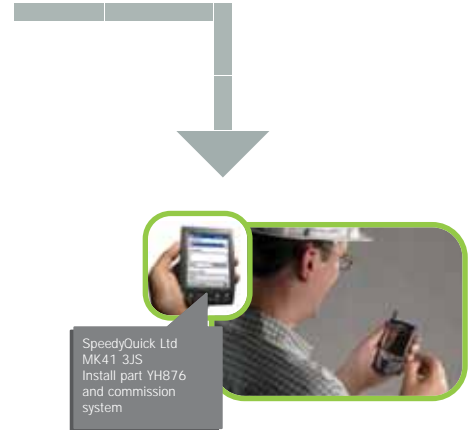
Compare data recorded by employee against GPS data to validate performance and further improve productivity.



Perform / Inform

Employee reports on job progress using user-defined job status codes, including estimated time to complete.

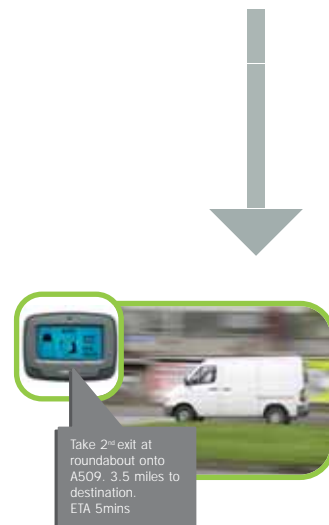
Status updates sent automatically to provide instant visibility for local or national call centre employees and field based management.



Communicate

Job details are sent automatically to fixed mobile data terminal or portable hand held device.

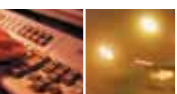
Employee accepts/declines job, views details and provides updated ETA if traffic conditions change.



Travel

In the vehicle, on-board or off-board satellite navigation provides audio and visual turn-by-turn directions

Smartnav off-board navigation calculates and adjusts the route automatically to avoid traffic delays at start and during journey.



Fleetstar-Online in detail:

Mobile Resource Management (continued)

Delivering 'Best of Breed' solutions for enhanced mobile resource management

Fleetstar's open architecture and API link enables Cybit to offer end-to-end solutions in conjunction with selected partners encompassing 'Best of Breed' route planning, dynamic scheduling and mobile workforce management solutions.

Bespoke integrated workflow solutions

Cybit's partnership with TBS, the field mobility specialists, extends the Fleetstar solution to include complex client-specific mobile transaction processing.

TBS is a leading provider of tailor-made integrated mobility workflow solutions for organisations that require complex transactional information to be passed to and from ERP systems to the point of capture out in the field.

Through the partnership, Cybit can deliver sophisticated workflow solutions that combine complex front-end transaction processing requirements with a mobile workforce solution that fully integrates client-specific data collection solutions with Fleetstar-MRM telematics technology to accelerate the flow of information across the value chain.

Dynamic scheduling capabilities

Cybit recognises that telematics data has an important role to play in the job scheduling process of any mobile operation.

If job schedules are understated, with too great a degree of flexibility, the likely result is low productivity. Conversely, companies that overstate job schedules may struggle to meet service agreements and also neglect their Duty of Care obligations.

Through its partnership with SPL World Group, Cybit can offer a solution that combines the historical data from Fleetstar-MRM with the scheduling capabilities of SPL's Enterprise RealTime Scheduler.

By using actual telematics data to calibrate job schedules, businesses can achieve the optimum level of productivity and operating costs.

Integration with routing and scheduling applications

Using Fleetstar's API link, Fleetstar-MRM can also be seamlessly linked with many leading routing & scheduling applications, including Paragon & DPS.

This enables real-time information about vehicle location and status to be relayed from Fleetstar to the relevant system, providing managers and operators with an accurate picture of performance against schedule.

Data from Fleetstar-MRM can also be used to continually calibrate back office planning applications, which allows businesses to optimise their daily job schedules.

"The visibility of fleet operations, plus real-time traffic information and a high quality navigation system will enhance our delivery capabilities, while Cybit's functionality and reporting suite will also help with planning our Duty of Care compliance."

Tony Humphreys, Logistics Director, Flogas



Fleetstar-Online in detail:

Maximising your Fleetstar-Online investment with Cybit Consultancy

At Cybit we can help you to optimise Fleetstar-Online performance by bringing together technology, business processes and people in a manner that delivers a powerful return on investment. We offer a full portfolio of services including:

- Project Management
- Strategic Consultancy
- Operational Consultancy
- Technology / Product Consultancy
- HR / Duty of Care Consultancy

Dedicated Project Management

For larger implementations Cybit is able to provide dedicated project management. The customer benefits from a single point of contact for all implementation issues. The Cybit Project Manager is responsible for co-ordinating Technical, Development, IT, Sales and Customer Service Teams to ensure a successful implementation.

- Management according to agreed plan
- Production of rollout and training plans
- Milestone sign off at customer reviews
- Interaction with key customer stakeholders
- Dedicated point of contact
- Sign off of successful implementation

Successful Change Management with Strategic Consultancy

When a customer's telematics implementation contributes to strategic change management goals, Cybit can play an active role in ensuring your strategic vision is realised.

- Facilitation engagement with senior executives
- Definition of strategic objectives for implementation
- Analysis of cultural behaviour pre and post implementation
- Production of strategic change management plan
- Delivery of industry 'best practice' recommendations

Ensuring success at a tactical level with Operational Consultancy

At a tactical level, Cybit's consultancy services can ensure you gain maximum benefit within the shortest possible by ensuring the optimum use of telematics at an operational level.

- Establish and monitor KPIs
- Key stakeholder education and training
- Set Rol parameters and measure performance
- Feedback loop as to barriers to success
- Implementation within business units



Using telematics to support your compliance obligations

Fleetstar can provide critical data to ensure you provide a Duty of Care to your mobile workers and comply with existing legislation. Cybit's consultancy team can provide guidance on how to obtain and use this information within your organisation.

- Sharing of HR industry best practice
- Review of existing HR policy and procedures
- Union liaison during implementation phase
- Advice and support on legislative requirements

Structured Implementation Plan

Cybit's consultants can apply some or all of the above elements to provide a turnkey implementation service which is aimed at benefit realisation and return on investment in a fast, effective manner and achieving successful and sustainable business change.



Cybit

Cybit is the UK's market leading internet-based Telematics Service Provider (TSP). It provides over 1,000 organisations of all sizes across a wide range of industries with a comprehensive suite of online solutions to improve the management and control of nearly 25,000 mobile assets.

Additional information is available at www.cybit.co.uk or email us at info@cybit.co.uk.

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