TomTom Implementation – Best Practices

Overview:

The aim of this document is to provide a base list of 'Best Practice' activities to increase the likelihood of a smooth and successful TomTom Telematics implementation.

Terms:

TomTom Telematics – This is the overall system from TomTom including navigation devices, Link boxes, back-office software such as WEBFLEET, etc.

Pro Devices – These are the TomTom navigation devices that sit on the dashboard and that the driver interacts with during their routes.

Link Box Devices – These are the TomTom 'black box' modems that send/receive data to/from each vehicle. The Link box has both cell phone and Bluetooth connectivity so that it can be the conduit of information from the 'Pro' device to the office and vice versa.

WEBFLEET – This is the back-office browser-based software that allows office staff to monitor activity, send/receive text messages, send/receive ad-hoc jobs to drivers, track activity, etc.

WEBFLEET Mobile – This is a Smartphone based application that allows similar features to WEBFLEET.

Data Loader – (Optional) This is an upload utility from RouteSolutions that will allow for data to be sent from your route planning system to WEBFLEET.

StreetSync – (Optional) This is a route planning system used for creating optimized route plans. This system is typically used by a single individual, and the optimized routes are then uploaded with the 'Data Loader' and are therefore 'shared' via WEBFLEET with all office staff.

ArcLogistics – (Optional) This is a route planning system used for creating optimized route plans. This system is typically used by a single individual, and the optimized routes are then uploaded with the 'Data Loader' and are therefore 'shared' via WEBFLEET with all office staff.

Support Contacts

Know Your Information:

Keep your support contacts and information in a safe place where your staff have access to them. You need our support information, but also need to know your own TomTom customer number, your TomTom device activation number, have a listing of your device serial numbers, etc.

Conduits for Contact:

We highly recommend a single point of support contact per location (or perhaps for the

company). That person will become an expert themselves and overall this prevents fragmented support requests trickling through the organization. So we recommend that you setup an internal system for filtering any TomTom-related issues to that person first, so that they can then be prioritized and taken to RouteSolutions/TomTom when necessary.

TomTom Support:

TomTom Telematics - Technical and Sales Support
(866) 459-3499
support.us@business.tomtom.com
(Include your TomTom customer number.)

RouteSolutions (StreetSync & Data Loader) Support:

Emailing support@routesolutions.com is required to start a support item (as in most cases it then needs passed along), and then you can call 858.541.2738 to discuss the item.

Installer Support:

Please collect this from your chosen installation partner!

Typical Order of Events – TomTom Implementation

1) Contracts are signed. This kicks-off the project and TomTom creates a customer number.
2) Timeline is established for beginning of monthly data contract, on-site training, when equipment should arrive, installations, etc.
3) Client will delegate their main 'lead', their on-site 'power users', and other data collection takes place.
4) Payment for TomTom hardware and routing software is received; items are then ordered and shipped according to timeline.
5) Confirm IT Department has a routing input file (or files) with all required information.
6) Likely the routing software is implemented and training likely takes place for this portion.
7) Payment is made to TomTom for the data plan (monthly costs) and they issue an 'Activation Code' to the client. (This activation code is required during installations.)
8) Installations are performed. Once the first unit is activated, your contact person will be emailed with WEBFLEET login credentials.
9) WEBFLEET user accounts will be made, and office training will take place. Data collected earlier now will need to be added into WEBFLEET (driver names, job completion codes, etc.)
10) Drivers begin being 'rolled-in' to the system and are trained as they're added.
11) Ongoing Q&A calls or web meetings to answer questions are iron-out any open issues.

Data Collection

Choose Your Primary Support Contact:

TomTom will have a single email on file as the 'Primary' support contact. Therefore, you'll need to choose who this person will be. This person will receive important emails such as those containing your activation codes, etc.

List Your Office Locations:

Create a list of all office locations where vehicles can start/end, where dispatchers work, etc. Exact addresses are required so that these can be placed on a digital map.

List Geographic Groupings:

Company-wide, if you consider certain vehicles to be in certain 'groups', then you need to first define what those groups will be. For instance, let's say you have offices in New York, Rochester and Syracuse. You might desire to have one group called 'All' so that admins can see all vehicles at once. And you might desire to have a group called 'Upstate' that includes both Rochester and Syracuse. And another group called 'NYC' with only NYC-based vehicles.

List Your Office Staff:

A list should be made of all office workers that will need access to WEBFLEET to view (or edit) route activity. First name, last name, office they report to, geographic group permissions, and read/write/admin permissions they'll have should be included in this list. *(With WEBFLEET each user can have either admin, edit, or read-only permissions and each user can 'see' only a certain geographic grouping of vehicles if you wish, or can 'see' all.)*

List Your Vehicles:

A list should be made of all physical vehicles. Each vehicle will need a name (about 10 characters or less) that will be used to identify it. If the same driver uses that vehicle each day, then typically you'd want to note that vehicle's driver. You should note the office that the vehicle is primarily associated with. Vehicle information such as make, model, odometer, license plate, max preferred MPH, fuel type (gas or diesel), and average MPG should be collected.

List Your Fueling Stations:

If your employees utilize gas cards, you may wish to identify the physical locations of the fueling stations as you can then add them to WEBFLEET as address pins. This may help you because if an employee stops to fuel, you'll see the name of the fueling station on reports, instead of thinking they're just being non-productive for that time period.

List Your Drivers:

A list should be made of all drivers. First name, last name, employee number, primary vehicle (and therefore office), phone number and driver home address. Exact addresses are required so that these can be placed on a digital map. You'll need these addresses if your drivers ever start/end at home.

List Your Job Complete Codes/Statuses:

There are 15 available slots for listing the possible completion codes/statuses of a job. These completion codes are then shown to a driver on the device to allow them to make a 1-button 'click' to tell the office how each job ended. *(Typical examples: Wrong part, missing part, customer not home, etc.)* The most commonly clicked statuses/codes should be listed first, this way the driver won't have to scroll down to get to them. For each code, you should also list a 1 to 5 rating with 1 being of no concern and 5 being of tremendous concern. For instance, a completion code of 'Job completed as expected' could be a 1, 'missing part' might be a 3, and 'upset customer, please call them' could be a 5. We can use these later to set up auto-alarms and trigger emails to dispatchers and managers.

Physical Installations

About Installs:

TomTom Telematics systems with Link boxes require physical installations (permanent wiring) to the vehicle. We typically recommend using a professional installer as they likely have experience with installing these exact systems and also will (please verify!) provide a warranty for their installations. RouteSolutions doesn't perform installs, but we're always pleased to connect you with one or more installers in your area. We recommend having a discussion with a prospective installer to verify a comfort level, discuss pricing upfront and even encourage meeting with them and having them potentially do a 'test' pilot install prior to signing a full installation contract. And speaking of contracts, we highly recommend having a contract with them, with pricing, warranty, vehicle locations and makes/models, timeline, etc all clearly defined.

Record Your Hardware Information:

The serial number for each Link and Pro device should be recorded. The serial numbers that are provided to each vehicle should be cross-listed with driver id's (vehicle id's). This is a safeguard against theft and mistreatment as each driver/vehicle will have a sense of ownership to that device and is expected to keep it in working condition. Having this information will also assist you during installs, activation and future troubleshooting.

Installation Guides:

RouteSolutions (and TomTom) provide online clickable guides for the Link and Pro devices. Please contact us for the most recent information. Also, the devices themselves will come with inserts related to the installation.

Other Installation/Setup Tips:

Set a 1-to-1 relationship between each Pro device and Link box. The Link box is hardwired and doesn't move, but the Pro device can be taken in/out of the vehicle. To avoid confusion, such as two drivers swapping devices in the break room on accident, we recommend simply labeling the Pro device with some identifying number. And the Pro and Link combination should be 1-to-1, there should be no workflow where the Pro devices are hovering around to different vehicles. It is always better to keep them in sync with one another. If a Pro device would break, you could of course then re-sync a new one, but only when necessary.

Testing Your Installs:

Once you perform an installation, you absolutely want to test each installation at that point in time. The Link box should have a constant green LED light that is not flashing. That green light should be on at all times, even if the vehicle is off and the keys aren't in the ignition. If you've installed the Link box, you should then also test drive the vehicle several blocks and confirm that you can track it within WEBFLEET.

Also when installing, the 1-to-1 Pro/Link team will need paired. The activation will actually take place on the Pro navigation device that is paired to that Link box. Once that activation takes place, it already proves-out that the Pro/Link have synched successfully. We then recommend that you send/receive a single test message from the device to the office, and vice versa, this process-out that the data channel is working as expected.

Driver Training

Importance of Driver Training:

We can't stress highly enough that driver training is essential to a successful project. The devices are simple when explained, and therefore the proper clicks can be made. We recommend about a 5-page 'cookbook' of steps you expect them to take is provided to them. We have a template for this, but likely you should edit this to your own terminology, etc.

Rolling-In Drivers:

Our most seamless implementations have occurred when the drivers were introduced to the system in small batches. For instance, with 10 drivers total, perhaps have 3 drivers use the system on day 1. This ensures that you can adequately monitor those drivers on 'day 1', answer their questions, guide them on how to best use and maximize the system, etc. This is a 'small classroom' approach, as then the dispatcher can spend more time with mentoring the drivers to ensure that everything is clear and making their lives easier.

Inform Drivers of Tampering, Theft, Misuse:

TomTom Telematics has designed a system that is very positive for drivers, after all they get navigation to their jobs, can tell you how a job ended with just a single click, can spend less time on the phone, etc. However, in some cases drivers will not like the 'big brother' idea. We feel it is generally a good practice to tell them ahead of time that the system is tamper proof, and that cutting wires, etc can all be detected and that they are responsible for the well-being of the hardware in their vehicles. Also, theft really can't or shouldn't happen as you have recorded all the serial numbers and they basically have pseudo-ownership of a particular TomTom. Also, if the were stolen, they can be tracked…*or at least you can convey this.*

Office Training

Importance of Office Training:

Your office staff will benefit tremendously from WEBFLEET once they know how to use its main components; tracking (both real-time positions and playback), job dispatching, messaging, and reporting. RouteSolutions can provide training, and 'Explore TomTom Telematics' (a link atop WEBFLEET) is the comprehensive reference guide. Your drivers are typically trained by your office staff, so we expect that the office staff is trained first and foremost.

'Power Users':

We recommend you nominate a 'Power User' for each office location. That person basically is the person that should know WEBFLEET in its entirety and be able to explain functionality to other workers, new hires, etc.

Learning Materials:

TomTom Telematics has a wealth of learning materials. You can get the user guides, 'Explore TomTom Telematics', and more online. RouteSolutions will provide the project lead with the links, you'll need to have a mailing list to send these to the power users so that they can learn with them, and also have them available as reference materials.

Usage Scenarios

Overview:

This may not yet be a comprehensive list, but we recommend that you have and keep a list of 'gotchas' that can happen (and will happen) during your workdays and how to handle each case with clearly defined steps. For instance…

Dispatching New Jobs:

If a job needs added to an existing route, you type-in a new work order in WEBFLEET and dispatch it out to that driver. Make sure you test this and are comfortable with doing this.

Editing/Cancelling Jobs:

If a job needs removed from an existing route, or edited in any way, you can locate it by 'ID' or other means, and double-click to edit it. Make sure you test this and are comfortable with doing this.

Last-Minute Substitute Drivers (Route Swaps):

If you've loaded all information for your drivers, but then a driver calls-in sick last-minute, you'll need to handle this. So if a new driver hops-in the same vehicle, nothing needs changed. But if the jobs need to go to a different driver/vehicle, then you likely need to pull-back (we call it 'Unload') the original send for that driver, and then re-send it to the new driver. This is all done with the 'Data Loader', we need to make sure you test this and are comfortable with doing this.

Broken Devices:

Occasionally devices can get dropped on the concrete…it happens. So we typically recommend you consider having 1 extra Pro device per geographic office. These can then be swapped-in so that no driver is inconvenienced. Of course, there is an additional cost, but this keeps the workers always 'up and running' even if such events transpire.

Messaging a Driver (or All Drivers):

You'll need to know how to send messages to/from the devices. You'll need to know how to send them to individual drivers, and also how to broadcast them to all drivers.

End-Of-Day (Reporting and Data Wrap-Up):

Typically at the end of each day, you might want to run reports to see what jobs were handled, not handled, bad driving behavior, messages that were sent, etc. You'll need to run reports and find those reports that are meaningful to you.

For data, TomTom will be collecting massive amounts of data. Some of that data can be set to fire-off triggers, such as auto-emails, for you. For instance, a 'Missing parts' button click could trigger an email to the Parts Manager. But at end-of-day, you may want to return data to a host system, this is a customization, but something to plan-out in advance.