

# Ericsson One Fleet

An Ericsson connected fleet  
reference case and solution  
description



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## The need for automation and consolidation of resources

### Today – a global fleet

Today Ericsson has a large fleet of close to 13,000 vehicles spread over a large number of countries worldwide. The fleet represents a large cost within the company, for example in field-services where the fleet is the second highest cost after labor.

Inconsistent fleet management practices and tools, together with safety and sustainability concerns, makes it an area with a need for consolidation of resources and processes and also with potential for automation. This can be improved by optimizing the existing fleet resources, with a better understanding of utilization, both from a financial and sustainability point of view.

The need for more fleet data is driven by internal pressure within Ericsson to reduce costs and the new accounting standards of the International Financial Reporting Standard (IFRS) 16. The reporting changes are in effect January 2019 and will impact Ericsson and many other companies that lease vehicles. The fleets usually consist of Field Service Organizational (FSO) vehicles), project-, pool- and benefit vehicles.

### Current situation

When it comes to fleet management at Ericsson today, different regions operate semi-autonomously preventing Ericsson from understanding the global cost and operations of the entire fleet. Many manual processes are needed to fulfill business obligations. For example, Ericsson must report CO2 levels for sustainability. Today this information is collected from many different sources and prepared in manually created reports.

Also, the Ericsson fleet is very fluid with cars going in and out of the fleet. There is no real way to know the number of vehicles at a specific time. By the time that the data is collected and consolidated globally, it is

“Information is the next gold mine in Fleet Management, OneFleet gives us ways to bring this to us in a way that other tools and systems are limited”

– Chris Tinajero, Head of Global Category Cars at Ericsson

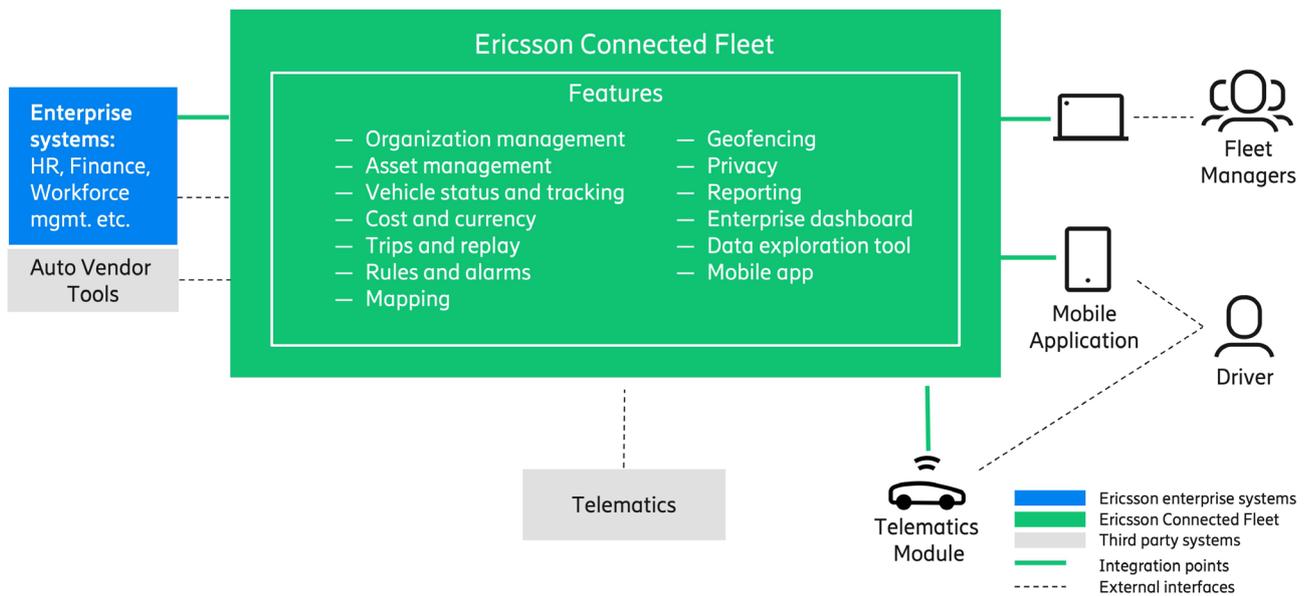
### The potential – better fleet management

There is a great potential for improving visibility to Ericsson’s fleet. Fleet management is very important for achieving change from a number of standpoints, apart from having a better overview of the fleet it can bring a reduced overall cost, better productivity and higher safety.

With better fleet management, Ericsson is hoping to be able to increase access to data at management level, execute better operations, improve work-force management decisions and increase sustainability.

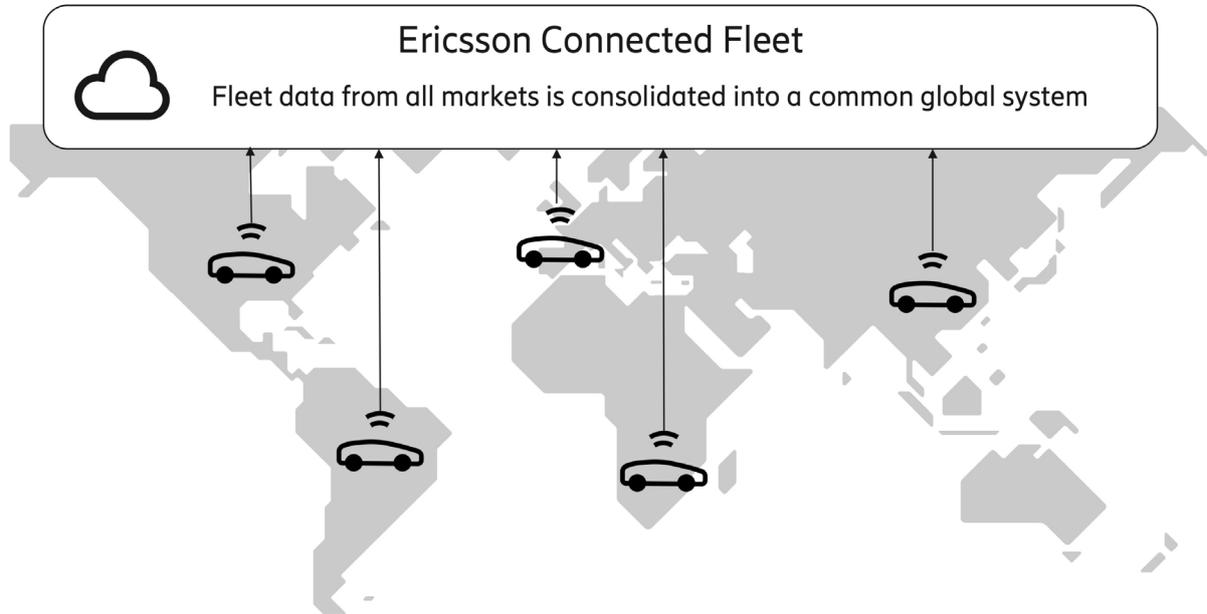


Ericsson Connected Fleet provides the ability to manage vehicle assets across countries from a single end-user interface. The solution collects data from multiple sources and can be integrated with enterprise business systems. Ericsson Connected Fleet is delivered as a service.



# New ways of managing a global fleet

–Solution overview



## The solution

Ericsson Connected Fleet is a solution that addresses key business problems related to managing global fleets. The solution combines telematics data from vehicles with financial data, providing companies insights and control over their fleet business. To demonstrate the benefits of Ericsson Connected Fleet the solution is being implemented across Ericsson's own global fleet organization. Local systems, policies and processes will be swapped out and replaced country by country with a common solution unifying the fleet business.

Ericsson Connected Fleet is a cloud-based solution ensuring easy access and fast onboarding. The solution includes a full set of open interfaces for integration with customers' business systems. Ericsson Connected Fleet supports business process integration end to end. Fuel transactions, contract terms, dispatching schedules and other key business data can be integrated with telematics data.

## Get better insights through data integration

With Ericsson Connected Fleet international companies can align and measure fleet performance on a global level. Key performance indexes are monitored throughout the whole organization ensuring that productivity benefits are gained in all units.

### Benefit examples:

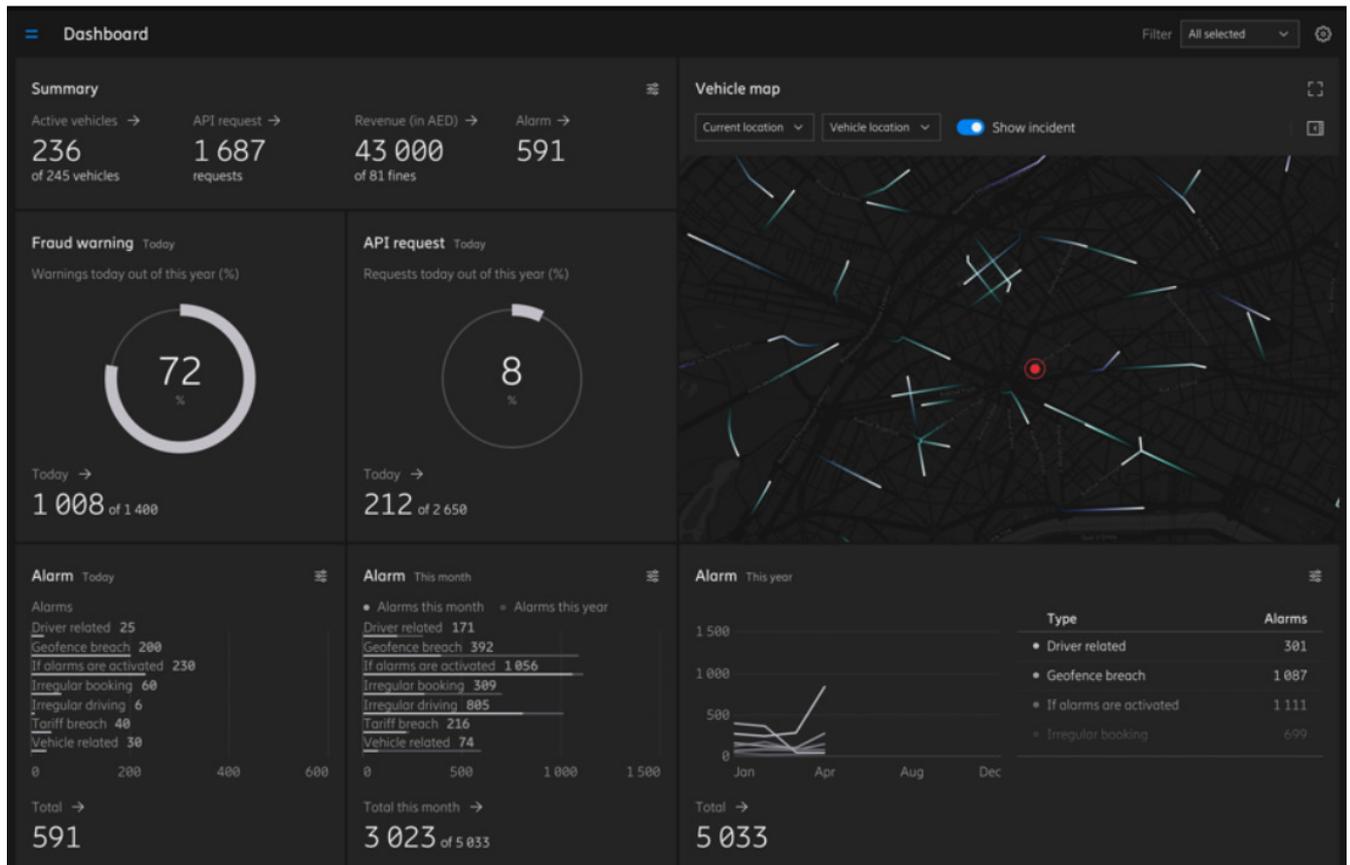
- Global asset management
- Vehicle utilization
- Cost reduction
- Safety enhancements
- Emission control
- Process alignment
- Policy alignment
- Overall increased productivity

All of this can be achieved through data integration of the fleet, which will provide new and better insights that were previously unknown.

## Enterprises that manage global fleets will benefit

Ericsson Connect Fleet reflects an organization structure, and fleet managers can define hierarchies, roles and access rules ensuring that each user gets access to the right set of data. Global managers would typically see the entire organization's data while country managers and unit managers would only see data related to their management level.

Enterprises that manage and operate fleets in multiple countries will benefit from Ericsson Connected Fleet. The solution enables global organizations to increase efficiency and productivity on a global level.



## Multiple use cases to improve global management

Fleet companies gain many benefits by connecting their vehicles. Planning, operations and reporting is improved by having access to vehicle telematics data, and there are many industry testimonials about business gains. By implementing vehicle tracking, trip logging, real-time alarms and online reporting, fleet managers have a set of new tools to improve their business objectives.

With Ericsson Connected Fleet the benefits of connecting vehicles are implemented on a global scale. International fleet companies are provided with a comprehensive set of tools and methods for managing their business:

### Common roles and access rules

Ericsson Connected Fleet reflects the customers organizational structure. Customers can define roles and access rules ensuring that global data access policies can be implemented from global to local level. Each user should only access the data that is relevant to that person's role within the organization.

### Global asset management

All vehicles are mapped to their respective organizational units. Financial data can be connected to each asset and contract terms, fuel cost, vehicle utilization and other key data is stored in one common system. Data is consolidated for the entire organization providing management with a detailed view of all assets in all countries and units.

### Business process integration

Fleet companies can leverage the full value of connecting their vehicles by integrating the vehicle telematics data with enterprise business systems. Vehicle data can be exchanged with backend systems that are vital for managing core business processes. Telematics data can be integrated with HR, order, finance, dispatch and other enterprise systems.

### Policies and ways of working

Having one global system enables fleet companies to implement policies and ways of working that are common for the whole organization. Safety rules, driver behavior and other driver related policies can be monitored, measured and compared between all units. Management are enabled to enforce the same rules in all markets ensuring that company safety standards are followed.

### Advanced analytics

Fleet enterprises have unprecedented opportunities to analyze business performance by collecting and storing all vehicle data in a common system. Globally consolidated data give organizations the opportunity to identify trends and correlations, do forecasts and predictions. By using powerful analytics tools potential efficiency gains, cost leaks and more can be identified.

### Unified reporting

Having all data stored in the same system also enables organizations to unify reporting ensuring that data is comparable across regions and countries. Units and currencies can be converted to a corporate standard. Reports are delivered on-demand rather than periodically ensuring that management always have access to up to date information.