

EPNAK

A public institution in France specialising in the health and social care sector, EPNAK is unique in its kind. Its fleet includes more than 800 vehicles, 474 of which are already equipped with the Geotab solution. The fleet also includes trailers, tractors and other equipment. The EPNAK fleet is gradually increasing due to their activity. Regularly asked by the government to take over establishments, EPNAK now has 70 sites in France and about 2500 employees spread across France and French Guiana. In ten years, the fleet has grown from around 450 vehicles to more than 800, accompanying more than 6,000 users every day to their care, activity and support facilities.

The challenge: A long-term shift towards telematics by equipping a large fleet nationwide.

"As part of our contract with Norauto, we had heard from their German counterparts about the Geotab solution, which was a very complete and reliable solution. The Geotab device is simple to install, simply plug it into the vehicle's OBDII port. It also has the advantage of being able to cater to all types of fleets, which allows us to manage light vehicles, utility vehicles (last-mile delivery), lorries, construction machinery as well as passenger transport (coaches, buses)"

— Sébastien Diaz, EPNAK Fleet Manager

Prerequisites

Until now, EPNAK did not have a centralised monitoring tool. Technical information was not standardised or computerised in a homogeneous way. The records and statistics were based on empirical data, making it difficult to monitor long-term maintenance management, but also to monitor investments, and the overall condition of the vehicles. EPNAK was looking for appropriate tools for real-time management, including vehicle location throughout France. The aim was to improve fleet management, reduce operating and management costs, facilitate the work of fleet managers, optimise vehicle maintenance costs, and encourage employees to drive more safely to reduce accidents. They opted to install telematics devices in their fleet, allowing data collection and analysis via a SaaS solution, with Geotab.





Customer Profile

Customer name:

EPNAK

Sector:

Public Establishment,
Groupement de Coopération sociale
et médico-sociale (Social and
Medico-Social Cooperation Group)

Based in:

Evry, France

Types of vehicles:

Light commercial vehicles,
buses, construction vehicles
and commercial vehicles

Fleet size:

800+

Fleet focus:

Security, fleet optimization

The solution: a single device and a centralised view in real time

Equipped with a 32-bit processor, accelerometer and gyroscope, the Geotab GO9 geolocation device plugs into the OBD socket of vehicles for reliable and secure access to engine data and the on-board computer. The data transmitted by the Geotab device makes it possible to monitor the status of vehicle maintenance; valuable data to optimise maintenance management, control vehicle use and to identify good driving behaviors and those at risk.

The implementation of these telematics devices had to be carried out quickly, given the large volume of vehicles to be equipped on a national scale. The initial configuration of the Geotab solution in project mode then facilitated the implementation of relevant indicators (reports, alerts) accessible on the data visualisation platform by fleet managers, site supervisors and field technicians.

Given the customisation capacity of the Geotab solution, EPNAK decided to set up real-time alerts on fundamental diagnostics such as engine oil level, brake fluid or engine lights on the dashboard. This configuration took some time to set up consistent alerts by branch and associated staff. As a national fleet manager, Sébastien Diaz has visibility over the entire fleet via personalised reports accessible on his dashboard in real time. The unit director will only receive alerts relating to the fleet of vehicles affiliated with him.

Available to all Geotab customers, MyGeotab fleet management software provides access to relevant fleet performance information, vehicle and driver information from a single platform. This information allows EPNAK to make informed decisions, particularly on an operational level.

"The Geotab solution met EPNAK's needs, focused on maintenance management and with no limit on the number of users registered on the platform. At the same time, the solution delivers reports on the battery status, the utilisation rate (focus on the least used to facilitate fleet turnover) but also the average fuel consumption of the fleet (approx. 38.7 mpg)" explains Sébastien Diaz

A solution in compliance with regulations

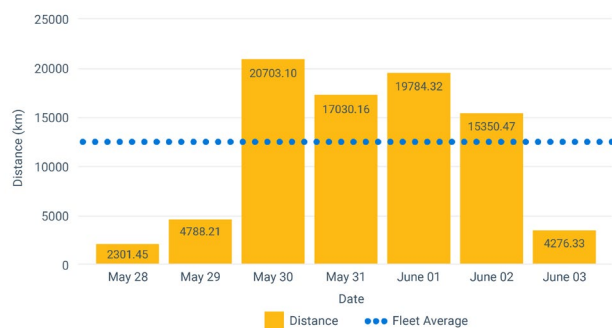
The EPNAK fleet is made up of several fleet and company vehicles. To meet the obligations of the CNIL (Commission Nationale de l'Informatique et des Libertés) in terms of compliance with the protection of personal data and the preservation of individual freedoms, the institution has adapted its policy concerning company vehicles. The solution should make it possible to deactivate geolocation while ensuring the continuity of the service for reporting technical information, alerts and the mileage travelled.

Positive results

The operations team could rely on a lot of data to work on improving productivity, safety and the ecological performance of the fleet.

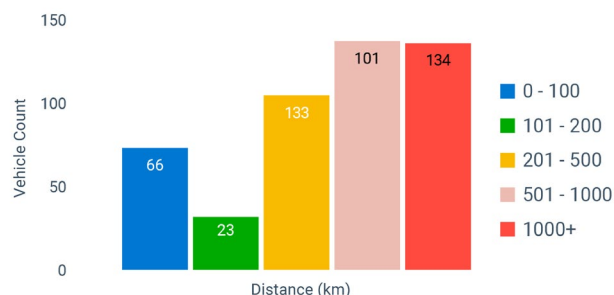
The "distance travelled" report provided an at-a-glance view of the fleet, showing which day the vehicle has been driven the most in the past week and the details for each day. One vehicle was identified as the one with the most engine faults, leading to increased monitoring on vehicles of the same model.

Fleet Distance Trend



The "fleet utilisation" report showed the utilisation rates of the vehicles in the fleet as its mileage per week. The manager then knew which vehicles were the most used.

Fleet Utilisation



The "idling" report made it possible to determine which vehicle in the fleet had the most stops with the engine running. Over the course of a week, one of the vehicles had spent 3 hours and 50 minutes at a standstill with the engine running. Following this observation, the manager implemented an "idling" rule which now provides, by default, for the activation of an alert if a vehicle remains stationary with the engine running for more than 3 minutes and 21 seconds.

Longest engine idle time



The fleet manager's opinion

"Before the devices were installed, we had an average of ten fines per month. Since their installation, we have had almost none. Our Geotab telematics devices represent a major asset for EPNAK in terms of monitoring the car fleet. We have a really powerful tool that allows us to monitor both instantaneous defects in real time, but also not to miss scheduled maintenance."

— **Sébastien Diaz, Fleet Manager, EPNAKs**

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