



Is your field services fleet data ready for AI?

A preparation checklist for HVAC, pest control, plumbing and similar fleets

If you're planning an AI initiative for your fleet, [your data is likely your biggest risk](#). 41% of [field service organizations](#) cite data quality as the top barrier to AI value ([2026 State of AI in Field Service Report](#)). Complete this checklist to find out if your fleet data is structured, comprehensive and accessible enough to support an AI model – before you commit to a project.



Vehicle and asset data completeness

Your AI model is only as good as the assets it knows about. Missing, outdated or inconsistent vehicle records mean your model learns from a partial picture – and optimizes for a fleet that doesn't exist.

- Make, model, year and VIN recorded for every asset – including older, leased and specialty units
- Every asset has an active telematics device reporting consistently – not intermittently or selectively
- Fault codes are captured and stored for every vehicle – not just generating dashboard alerts
- Asset records are current – retired and decommissioned vehicles removed from the active fleet



Maintenance history quality

Disconnected shop records and calendar-based preventive maintenance (PM) scheduling are the most common blockers to [predictive maintenance AI](#). If your maintenance records aren't digital and linked to individual VINs, that's where to start.

- All maintenance records are digital and accessible to the fleet platform – not in a separate shop system or paper log
- Maintenance records are tied to individual VINs – not vehicle types or shop locations
- At least 24 months of maintenance history available – no gaps or resets
- Maintenance records are categorized by repair type or component – not recorded as a generic service entry or date-only log



Route and dispatch data integrity

Dispatch habits vary by team – different job labels, manual time entries, irregular GPS data. AI can't separate signal from noise when the underlying records aren't consistent.

- Job start and completion times are logged automatically – not self-reported or manually entered
- Actual routes are captured for comparison against planned routes – not just irregular GPS pings
- Job types are tagged consistently across all dispatchers and regions – no category drift
- Job location data is accurate to the address or GPS coordinate level – not just territory or region



Driver and behavior data

Driver behavior AI learns over time, but only if every trip has a driver ID attached and harsh event thresholds are consistent fleet-wide. Service fleets that let this slide don't get a partial model, they get no model.

- A unique driver ID is assigned to every trip – no exceptions for short trips or assumed drivers
- Driver behavior events are linked to individual driver records – not recorded as vehicle-level events only
- Driver behavior history spans at least 12 months per active driver – not reset by vehicle reassignment or system migration
- Compliance records are integrated with the fleet platform, not maintained in a separate system



Data accessibility and integration

Even complete, accurate data can't power AI if it's trapped in a system that doesn't connect to your field service management (FSM) system.

- [Telematics data is accessible via a stable API](#) – not export-only or locked in a proprietary dashboard
- Fleet data connects to the FSM or CRM system at the job or work order level – not just summary syncing
- Data is retained for at least 12 months in a queryable format – not archived or purged
- Fleet data is accessible through a single source of truth – not multiple platforms with overlapping coverage

Your AI-readiness results

All 20 checked? Your fleet data is ready!

Failed anything in Sections 1-3? [Start migrating data, auditing devices or reviewing dispatcher processes.](#) These issues are most likely to stop the project.

Gaps in sections 4-5? These may slow your results but are less likely to block launch.



Ready to put your fleet data to work?

Talk to a Geotab field service specialist to see how your data maps to real AI results.
[Request a demo today.](#)

Not ready to take the next step yet?

See how 100 field service leaders are closing the same data gaps.
[Download the 2026 State of AI in Field Service Report.](#)