

# 24/7 Real-Time Fleet Information



**View your entire fleet status across the UK  
anytime, anywhere!**



## Fleet Summary

- Live online fleet overview
- All fleet, equipment & history
- Includes short term rental trucks
- View utilisation, uptime & KPI's
- Identify efficiencies & cost savings



## 24/7 Online Access

- Request engineer visit online 24/7
- View technician's ETA & job status
- Updated in real-time
- Receive & authorise quotations
- View & query account financials



## Live Fleet Status

- Monitor scheduled servicing
- View operating hours against contract
- Identify fleet trends & busy periods
- Enables informed decision making
- Maximise your return on investment



Visit us : Stand 11P61  
13 - 16 September, NEC Birmingham



# Real-time fleet info 24/7

**Doosan's wholly owned subsidiary Rushlift is launching a new Fleet Management System (FMS).**

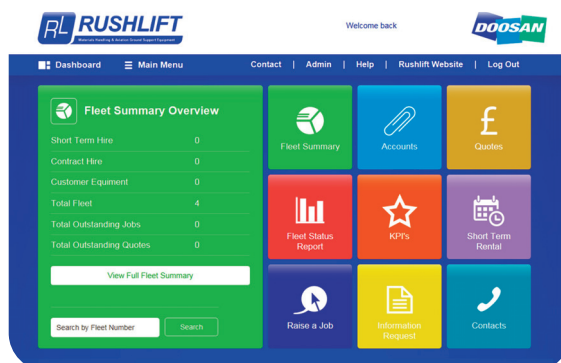
Originally developed in 2005, the latest revision of the website allows all customers access to real-time fleet information on a 24/7 basis.

Through Doosan Rushlift's IT team at the Northampton premises, the FMS website has been developed allowing the firm to maintain and update the system as required, ensuring customers are kept up-to-date with the latest functionality and website enhancements.

Each customer is provided with their own login details, enabling them to have complete visibility of their equipment and its history, log breakdowns on a 24/7 basis, monitor uptime and fleet utilisation, request and authorise quotes for repairs, as well as review account information.

The major benefit is these improvements to the FMS website enable customers to make informed decisions based on real time information.

With the ability to log breakdowns and repairs online, there is no longer the



need to make a phone call to report a problem. Once a job is registered online, the job is issued by the operations team to a Doosan Rushlift engineer, who will then action and arrange to resolve the problem.

The Fleet Summary section allows the customer to monitor progress of any breakdowns or repairs, providing a live indication of the estimated time of arrival of the engineer as well as an update on the status of the job. This is also updated to the customers via email, if required.

Live information is fed into the FMS website from the engineer's tablet when they visit site with all maintenance records being updated in real time. The Doosan Rushlift system provides important data on customers' equipment, including uptime, utilisation and other Key Performance Indicators (KPIs).

The FMS, which is free to customers, provides more control to a business. Users can access the 'Fleet Status' page of the website at any point and see an overview of their whole fleet. Replacement trucks can also be requested through the online system, to minimise downtime further.

Tim Waples, CEO of Doosan Industrial Vehicle UK, explains: "Over the last 10 years, the Doosan Rushlift IT team has developed its own, in-house, comprehensive web-based Fleet Management System (FMS). This industry-leading solution enables customers to access up-to-date information on its equipment fleet, log breakdowns on a 24/7 basis and to access maintenance records, account details and other important information."

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## Hyster-Yale buys telematics partner Speedshield

**Hyster-Yale Group has acquired the US and UK business of fleet management systems supplier Speedshield.**

This acquisition provides Hyster-Yale with the exclusive distribution rights of these businesses' products in all areas outside of Australia. Following this acquisition, the acquired businesses will be rebranded as HYG Telematic Solutions.

Speedshield Technology, located in Melbourne, Australia, is a provider of telematics technology for material handling equipment, as well as other fleet vehicle applications. Today, Speedshield is the sole authorised provider of telematics products to Hyster-Yale customers, under the Yale Vision and Hyster Tracker telematics product offering.



Following the acquisition, Hyster-Yale intends to further develop its capabilities and enhance its efforts to service the fast growing market for telematic solutions and fleet data analytics for material handling fleets. The telematics application is currently offered in all

new Hyster and Yale lift trucks and is able to be retrofitted into existing Hyster and Yale lift trucks, as well as lift trucks and allied equipment from other manufacturers.

Over the past few years, Hyster-Yale has focused on increasing unit volume through market share gains by delivering lowest cost of ownership to customers in a wide range of applications. In this context, the company has been evaluating and investing in a broad range of technologies which will enhance the customer's lift truck ownership experience. The purchase of this business is a strategic acquisition which is expected to provide a solid platform to expand the company's offering of Hyster and Yale fleet management solutions.

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