

IoT Fleet Management

TELUS Fleet Solution for Utilities

Total Asset Visibility & Maximized Efficiency Using Intelligent Data

Utility companies across North America have one goal when it comes to servicing their customers - to keep the power on no matter what. To do so, they rely on end-to-end asset tracking and monitoring solutions supplied by SkyHawk Telematics, a TELUS company.

The technology pinpoints and tracks various field vehicles so utility dispatchers can quickly deploy them, which helps expedite the time it takes to service areas affected by power outages. SkyHawk's boutique service offering includes dedicated customer experience teams that deliver an enterprise-wide training curriculum for utility customers that need scalable tracking and monitoring features specific to the industry. Combating growing operational costs, the SkyHawk team delivers an advanced software solution with deep data

insight that helps increase transparency from the fleet all the way to finance.

With utility companies possessing thousands of mixed fleets, including powered and non-powered assets across the harshest of terrains, SkyHawk Telematics delivers reliable and ubiquitous tracking capabilities for all asset types, regardless of geographic location. TELUS' LTE and LTE-M network capabilities offer end-to-end visibility where cellular signal is available, with the LTE-M service providing low power wide-area coverage, designed explicitly for low-cost Internet of Things (IoT) connectivity. For U.S. based customers, SkyHawk delivers the same network reliability combined with a variety of IoT rate packages through established TELUS partnerships with major US Carriers.

Satellite coverage kicks in when cellular service is unavailable, which is critical when employees require support from the home office or need to efficiently submit work orders from the field.

Many complex asset types make up a utility fleet including light and heavy-duty trucks, yellow iron, chippers, various off-road vehicles such as boats and ATV's, and fixed assets such as solar light towers and emergency generators. Obtaining vehicle information such as engine diagnostic codes for maintenance purposes is paramount to the success of a healthy fleet, as is being able to determine if a snowmobile is hidden behind a tree for several weeks on end.

CLIENT:

Large power utility company in Canada

INDUSTRY:

Power Utilities

PRINCIPALS/ STAKEHOLDERS:

Mark Gillingham

Vice President at SkyHawk Telematics

Krista Schmidt

Director of Operations
at SkyHawk Telematics

SOLUTION PROVIDER:

SkyHawk
Telematics,
a TELUS company.



The TELUS Experience

Using Data Intelligence to Right-Size the Fleet

The under-utilization of a fleet is the number one reason companies choose SkyHawk Telematics. Some of the largest utility companies in North America use the **Connect Anywhere™** platform to save on fleet and fuel costs, manage warranty and parts service, track driver behavior, and improve their operational profitability.

Before using the SkyHawk platform, a utility company in Canada had a tough time keeping track of over 600 of their off-road vehicles out in the field. Employees would stash vehicles in remote, dense forest areas behind trees and along power lines, so the next time they needed to service that area, which at times could be a matter of weeks, the vehicle was there for them.

This created a huge problem when it came to locating vehicles and equipment needed for various job sites, and it was quickly becoming more common to rent or buy new assets. With no accurate tracking method, the company lost hundreds of thousands of dollars a year. Just shortly after implementing the SkyHawk solution, the company started analyzing their utilization reports and realized how many assets were either sitting idle or just not being fully used. They were able to identify areas for improvement and began to correct the problem almost immediately.

Once all assets are tracked and monitored, fleet managers can focus on optimizing their fleet and drivers. Route optimization is a mathematical analytics approach that uses sophisticated algorithms and big data technologies to find the best dispatching scenario. Examples of optimization applications in business include determining the best routes, schedules, capacity, and pricing to maximize return on investment from materials, labor, and equipment. The SkyHawk solution helps companies locate available drivers to the nearest available vehicle or piece of equipment necessary for that job. This ensures your fleet is being used at maximum capacity, and when it's time to service that asset, you have another one ready for the job.

Improving Community Relations Through Driver Safety Programs

Utility companies are adamant about driver safety, as it directly impacts the communities they serve. **When customer service receives a call about unsafe driving behaviors, they need accurate data showing the time, driver information, vehicle status, and location via GPS coordinates to investigate further and determine the best possible course of action.**

With the shelter in place mandate, utility companies saw a spike in speeding due to fewer vehicles on the road. This is unsafe for drivers, but it also takes a toll on the maintenance of a vehicle and sends insurance premiums through the roof.

For utility companies that are self-insured, managing accident claims internally can be extremely costly without proper documentation. Investigating accidents and public complaints can now be proven using factual data, communicated back to citizens or addressed internally with the employee.

The Connect Anywhere platform provides driver behavior monitoring tools that log several events, including speeding, harsh braking, and non-productive idling, all of which contribute to higher fuel costs. So, it's not only a matter of safety but yet again, the efficiency of the entire operation.

FLEET RIGHT-SIZING
Reduced fleet size by more than
10%
translating to a more streamlined capital expense budget.

DRIVER SAFETY
Decreased harsh speeding events by over
95%
resulting in fewer claims and a reduction in insurance premiums.

FUEL SAVINGS
Reduced fuel costs by over
15%
across 1/3 of their fleet, resulting in tighter margins and less maintenance fees.

“Our commitment to providing utilities with a system for accurately measuring the productivity of their fleet and assets is a top priority for us. With margins tighter than ever, it makes total sense for fleet managers to know they are right-sizing their fleet, reducing unnecessary spend on new equipment, and being as efficient as possible with the tools, vehicles, and labor they have on hand. Profitability is the key driver for all of us right now, and our team knows how to help customers make that happen.”

CHARLIE REID, Vice President of Strategy and Business Development at SkyHawk Telematics

The TELUS Experience

Environmental & Regulatory Compliance at the Core

Environmental and regulatory compliance are among the top operational expenses for utilities, so they are always seeking ways to reduce their carbon footprint. Many of SkyHawk's clients are engaging in fuel reduction programs and replacing some of their current fossil-fuel vehicles with new electric vehicles.

Certain vehicle conditions also contribute to higher fuel burn such as speeding or non-productive idling. Determining productive versus non-productive idling is imperative when it comes to utility trucks, as it's necessary to keep the truck's ignition on when the bucket is up, and the worker is actively repairing a line. If the PTO is on, it signifies the vehicle is working, and reporting on this state needs to be distinguished in the system from a non-productive state.

The SkyHawk platform can report on several different types of sensor inputs, including PTO, outrigger, beacon lights, and boom, all of which contribute to the vehicle's status. This data is sent via a cellular network, or satellite depending on the vehicle's location, and integrates with GIS, maintenance management, and other applications that aid in adhering to safety and compliance protocols.

The SkyHawk Telematics Solution is delivered by a dedicated team within the broader TELUS family, which provides custom solution configuration, installation, and ongoing management after deployment. SkyHawk is also backed by TELUS' dedicated IoT Centre of Excellence, which can help customers with everything from solution consulting to onboarding and ongoing technical assistance. The Centre of Excellence is staffed by experts who know all of TELUS' IoT tools, can provide free training to customers and troubleshoot any issues. TELUS works closely with the SkyHawk team to ensure new customers can use all the system's functionality from the start.

About SkyHawk Telematics, a TELUS Company

TELUS (TSX: T, NYSE: TU) is a dynamic, world-leading communications and information technology company with \$14.6 billion in annual revenue and 14.5 million customer connections spanning wireless, data, IP, voice, television, entertainment, video and security. We leverage our global-leading technology to enable remarkable human outcomes. Our longstanding commitment to putting our customers first fuels every aspect of our business, making us a distinct leader in customer service excellence and loyalty.

With 13+ years of experience within transportation and fleet logistics, TELUS fleet solutions span every segment from small business all the way to enterprise. All connected to Canada's largest and fastest 4G LTE network, with extensive carrier partnerships across America, supported by our dedicated IoT Centre of Excellence and deeply experienced roster of IoT specialists. SkyHawk Telematics was acquired by TELUS in 2019, further expanding its depth in the Transportation, Utility, and Public Works verticals. The SkyHawk Telematics solution is delivered by the SkyHawk team, providing the custom solution configuration, installation, and ongoing management beyond deployment with a specialized customer success team.

14.6
BILLION
IN ANNUAL
REVENUE

14.5
MILLION
CUSTOMER
CONNECTIONS

13+
YEARS OF
EXPERIENCE



SkyHawk Solution

CONNECT ANYWHERE



ConnectAnywhere™

Connect, communicate, monitor and capture telematics data from anywhere. Maintain a critical link to your vehicles, assets and people. Connect with confidence.

SOLUTIONS BY NEED



Solutions by Need
Track, protect and monitor fleets, assets or explosives.

SOLUTIONS BY INDUSTRY



Solutions by Industry
Industry solutions in Public Works, Winter Ops, EMS, Power Utilities, Waste Management, Construction and Enforcement. Expertise matters.