



Volvo Trucks. Driving Progress

# How digitalization can benefit your trucking business

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**I have put together this guide** to demonstrate how digitalization can help your business and the practical steps you can take today to start the process. Also included is a list of areas digital solutions can help improve the productivity of your business today.



# Questions to answer before digitalizing your business

## Identify the barriers

Identify the reasons that may have prevented your business from implementing technological solutions in the past. A barrier may have been the cost, a lack of time or knowledge. By working out what the barriers are, you can ensure that the technology is successfully used this time.

## How will digitalization add value?

In order to know which solutions add the most value, you need to know what your costs are.

- What are the areas of your business that you need to save money on?
- Which areas of your business do you need to improve?
- Are there any early 'easy wins' you can identify?
- What are the roadblocks?

As there are likely to be digital solutions for every area of your fleet management. Answering these questions, will help you to identify the key areas that will make the biggest difference to your business.

# What insights can your original equipment manufacturer (OEM) provide you with?

Having identified the areas where digitizing could have the biggest impact, contact your truck dealership and ask what technological solutions and data insights they can provide you with. Your fleet of trucks is likely to be already collecting data and most manufacturers now have data solutions that could include:

**Maps** - including real-time vehicle positions, route planning and geo-fencing based on truck attributes.

**Assets** - including alerts, warnings and notifications.

**Reports** - including fuel efficiency, performance, environmental and safety.

**Driver activity** - including driving times and how the driver handles the vehicle.

**Calendar** - including details of next planned service according to service and maintenance schedule.

**Workshop history** - including a repair history overview.





## Questions to ask when speaking to your OEM

There is no need to have a large knowledge of IT or have an IT programmer to choose the best platform for your business. After finding out what insights your OEM can supply you with, the key questions you need to ask are:

- How can your OEM support your operations and business needs?
- How do you provide the data?
- Do they provide connected services that you can understand and make decisions on?
- How easy is the integration to other existing platforms and processes?

Once you have access to more insights through services using different data, it's easy to see where further improvements can be made. Manufacturers have coaches who are experts at looking at the data and provide you with useful insights about your assets and their performance.

It's also worth asking your customers/ shippers if they have technological solutions that you can use. They are likely to want to have the same information as you about how and in what condition shipments are delivered and what efficiency improvements can be made.

## Identify priority areas

It's essential for you to identify some key areas where you would like to use technology. Prioritizing areas will help make the process more manageable and allow you to make sure everything is implemented.

Below are some of the questions you could ask yourself to determine the right course of action:

- What are the areas of your business that you need to save money on?
- What are the parts of your business that could significantly benefit from digital and automated processes?
- Are there any early 'easy wins' you can identify? Planning, booking and invoicing processes are some of the easier parts of your business that could be automated. How about support functions like HR could, for instance, the onboarding process be digitized?





## Identify priority areas

- What are your competitors doing to digitize their business? Are there any new entrants to the industry that could significantly change the playing field?
- What kind of digital competencies do you have? What kind of benefits and work environment would you need to provide to attract digital talent?
- Should you build all your digital competencies in-house or are there others you could partner up with to find synergies between their digital know-how and your assets and experience?

# How digitalization can help your truck business

Your OEM will have a technological solution that could meet all or some of your digitalization needs. For example, [Volvo Connect](#) offers a comprehensive set of tools to help improve the productivity of your fleet and drivers.

**Below, I have listed some areas where digital and automated solutions could add value to your business:**

- Accounting, planning and dispatching
- Driver and customer communication
- Storage and retrieval of files and documentation
- Fleet management, fuel efficiency and asset management
- Load matching
- Driving hours, rest times and parking spaces
- Highway access and tolling
- Fueling and related services
- Services for trailer handling and management
- Calendar and booking services for maintenance
- Load scheduling
- Vehicle inspection
- Driver health and safety



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