



# 2022 Australasian Fleet Conference & Exhibition

AND FLEET AWARDS

MAY 3-4

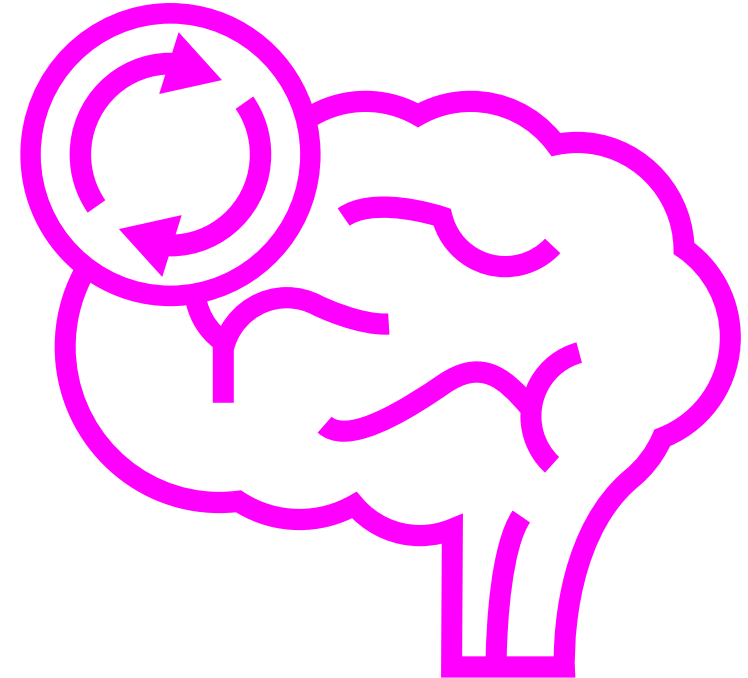
ROSEHILL GARDENS RACECOURSE SYDNEY

## REIMAGINING FLEET MANAGEMENT

Dr Steve Nuttall

Director

ACA Research





615 Australian fleet managers, 302 with 20+ vehicles (corporate fleets)



Completed by one in ten of Australia's large fleets (250+ vehicles)



Thanks to AfMA (and its members) for their support



Expanded to US fleet market, report released December 2021

# slido

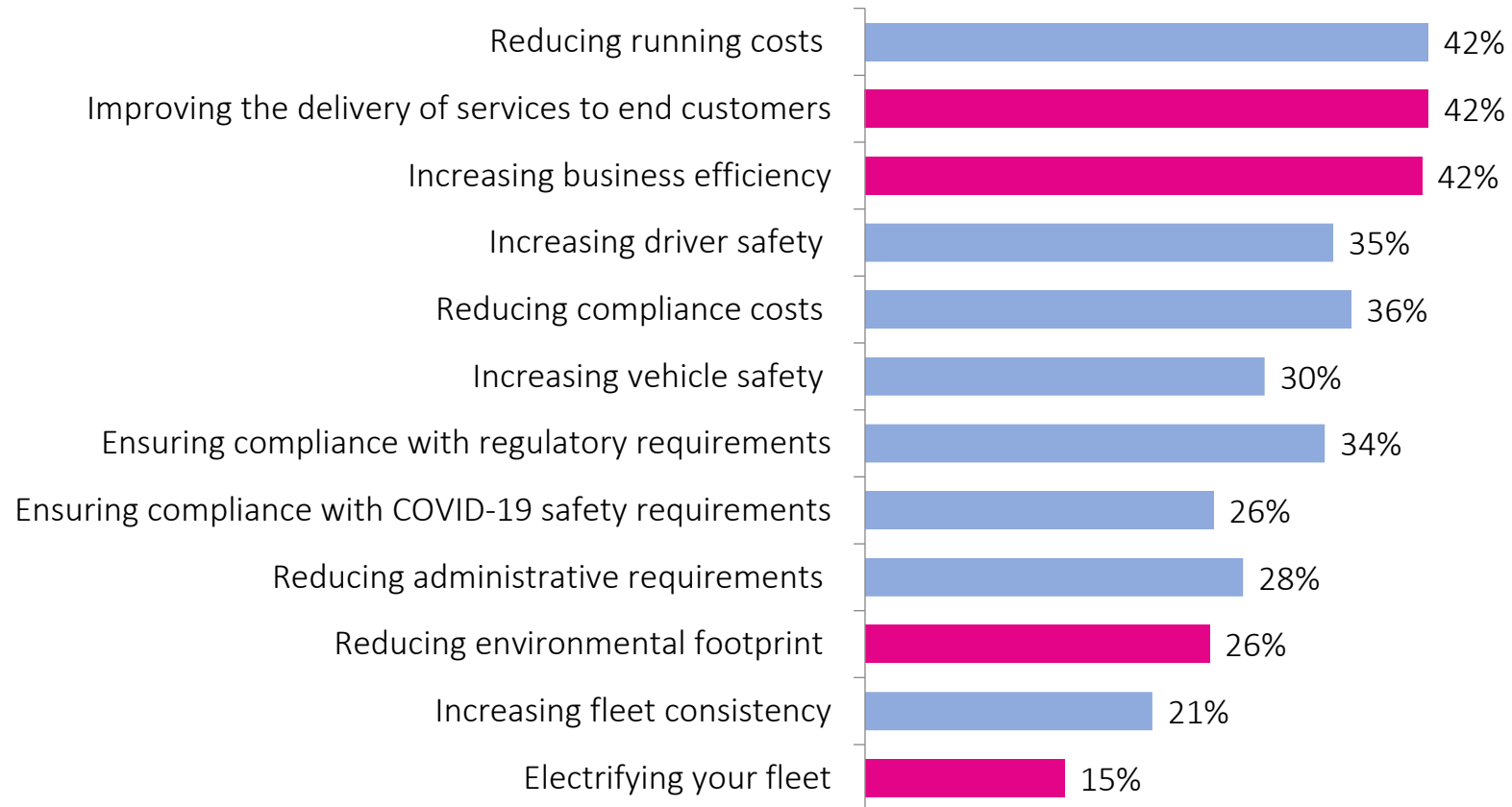


**Which of the following are a high priority when it comes to managing your fleet?**

**i** Start presenting to display the poll results on this slide.

# CORPORATE FLEET PRIORITIES

How much of a priority are the following when it comes to managing your fleet? % High priority



## Priority Rating

High=3, Medium=2, Low-1

1. Increasing business efficiency



2. Improving the delivery of services to end customers



3. Reducing environmental footprint



4. Fleet electrification



LESS MATURE

<8 OUT OF 12

MATURE

8-9 OUT OF 12

LEADER

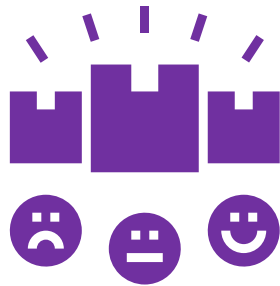
10+ OUT OF 12

## Focused on business improvement, CX and sustainability



Increasing business efficiency

**77%**



Improving the delivery of services to end customers

**74%**



Reducing environmental footprint

**67%**



Fleet electrification

**43%**

# TECHNOLOGY AND VEHICLE USE



LESS MATURE



MATURE



LEADER

Online vehicle booking system



23%



30%



67%

Hybrid vehicles



16%



27%



55%

Pooled vehicles



33%



40%



54%

Software to automate fleet ops



15%



33%



46%

Fully integrated FM platform



17%



31%



44%

# FMO USAGE



## LESS MATURE

74% USE FMO

### TOP TWO SERVICES USED

Service & maintenance 43%

Roadside assistance 39%

Keeping my fleet moving



## MATURE

79% USE FMO

### TOP TWO SERVICES USED

Rego renewal 42%

Fuel management 35%

Manage my costs



## LEADER

81% USE FMO

### TOP TWO SERVICES USED

Analytics & reporting 49%

Vehicle procurement 48%

Make my fleet smarter



# FMO CHOICE DRIVERS



LESS MATURE







MATURE



LEADER

% rating factor extremely important when selecting an FMO

	Quality of service and account management	39%	35%	68%
	Streamlined processes	43%	39%	59%
	Quality of advice	33%	35%	57%
	Quality of reporting	30%	30%	54%

# PREPARING FOR ELECTRIFICATION

Have already or plan to do so in next 12 months

Engage **utility provider** to understand how to optimise charging costs

Install **charging infrastructure** at company premises

Engage with **dealers, manufacturers and FMOs**

Establish **budgeting process** to track EV costs

Identify **charging requirements** for different vehicles

LEADER

**78%**

**77%**

**79%**

**79%**

**77%**

MATURE

**38%**

**53%**

**52%**

**55%**

**52%**

LESS MATURE

**30%**

**46%**

**42%**

**43%**

**31%**

THANK YOU!



“For millions of years, mankind lived just like the animals. Then we unleashed the power of our imagination.”

» 20 «

[intj-thoughts.tumblr.com](http://intj-thoughts.tumblr.com)

# REIMAGINATION IN PROGRESS

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