



Identifying your top candidates



This worksheet is part of the complete Buyer's Guide to Fleet Video Safety and Video Telematics.

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There are hundreds of options in the market for video telematics and other fleet management technologies. Once you start looking, either by asking professional peers for their recommendations or doing some online research, you'll soon be inundated with choice.

Here's where the advance legwork that you invested upfront can help save you time sorting through the candidates. Armed with clear goals and success criteria, you will be able to quickly and confidently filter out the products and services you don't need and whittle the field down to a handful of top candidates.

THERE ARE SEVEN BASIC TYPES OF QUESTIONS YOU WANT TO ASK POTENTIAL VENDORS:

- 1 Why should we do business with you?
- 2 What can your solution help me do, and how well can it do that?
- 3 How does your technology work?
- 4 How can I test the system to see whether it works for my fleet?
- 5 How will you support me?
- 6 How much will this cost?
- 7 Are you worth the money, and can you prove it to me?

Digging deeper

You'll want to drill down into these seven areas with specific questions that can get to the heart of what you care most about. To help you with this step, we created a detailed list of questions vendors should be able to answer to your satisfaction.

OBJECTIVE

1 Why should we do business with this vendor?

- How many years has the vendor been in business?
- Do they have experience with clients similar in size, industry, and challenges as you?
- Is the vendor profitable and in good financial health, and likely to be in business years from now, or is there a chance it will go out of business?
- Why do their clients select them over their competitors?

2 What can the solution help me do, and how well can it do that?

- How does the solution help you identify, manage, and reduce risk?
- What types of risk can it detect? For example, can it detect cell phone use, failure to stop at red lights or stop signs, following distance, speeding, seatbelt use, inattentive or distracted driving, eating and drinking, smoking, etc.?
- Is that list customizable?
- How does it help you reduce collisions and related claims costs?
- Does the solution offer driver-friendly tools such as a dedicated driver app, in-cab alerts, or a self-coaching option to help them improve on their own?
- For exceptional or intractable risks, does the product include a workflow that helps you coach your riskiest drivers, track their progress, and recognize and reward improvement?
- Can it help you exonerate your drivers from false claims? How does it do that?
- Does the vendor offer fleet tracking? Can you create custom geofences for each of your vehicles, see where your vehicles are in real-time on a map, or get engine status for each vehicle?
- Is there fuel monitoring?
- Can it help you stay in compliance with federal and state regulations?

3 How does the technology work?

Hardware

- Does it capture video of the driver as well as the road?
- Can the system detect and deter risky driving without recording video?
- Can it connect to other cameras around the vehicle?
- How much data and video can it store?
- Can it record sound?
- What types of data can it collect?
- How is it installed?
- Does it connect to the cloud?
- How often is the device updated with new software?
- What's the average life expectancy of the unit?
- How well does it integrate with other tools in my tech stack?

Video

- Can it live stream?
- Does it do continual recording?
- What is the length of each video clip?

OBJECTIVE

3 (Continued) How does the technology work?

QUESTIONS YOU WANT TO ASK

Platform & Software

- Does it have artificial intelligence and machine vision? If so, what's the accuracy rate?
- How do users access videos?
- Can the product be used on a tablet or smartphone?
- Is there a driver app?
- What types of reports can it generate?
- Can it integrate with your existing fleet technologies? How?
- How is data stored and kept secure?
- Is there Driver ID functionality?
- Does the vendor offer a compliance solution to help reduce my workload and improve my compliance scores?

4 How can I test the system to see if it works for my fleet?

- Is there an option to try out the system?
- How long is the trial?
- Is there a trial success manager assigned to help?
- How will you know whether it's working?

5 How will the vendor support me?

- How much training and onboarding will the vendor provide to you and your employees, including drivers?
- What's the installation process like? How much help will you get from the vendor?
- How much support will you get after initial training and installation?
- How well rated is the vendor's customer service with the Better Business Bureau, Capterra, etc.?

6 How much will this cost?

- Are there options to lease as well as buy?
- What's the upfront cost?
- How much is the monthly cost?
- How many years are in the contract terms?
- What services does the contract include?
- Does the contract cover maintenance?
- Is there a limit to the number of video clips included in the monthly fee?
- Is the warranty included?
- Do you have to pay extra for data and connectivity?
- What happens when you add or remove vehicles?

7 Is the product worth the money?
Can the vendor prove it to me?

- What's the demonstrated average return on investment?
- How soon can we recoup the cost of the product and start saving money?
- Can the vendor provide at least three customer references who are in your industry and facing the same issues you do?
- Can the vendor give you case studies for how their product delivered actual results?