SOLUTRANS 2017

–

Michelin solutions launches four digital services revolutionising fleet management
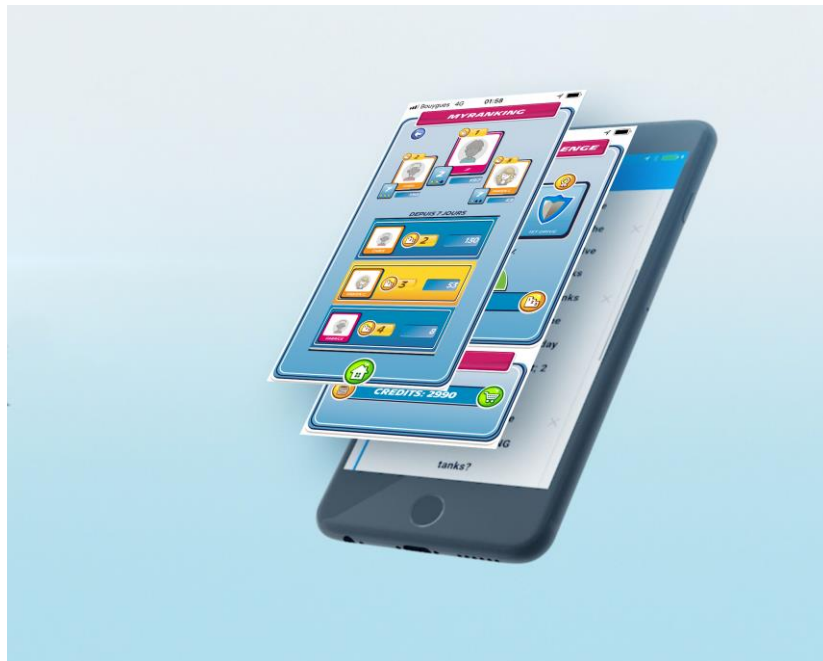
Hall 3
Stand E 135

CONTENT

Michelin Presse Service
Baudouin le Roux
+33 6 81 69 15 10
baudouin.le-roux@michelin.com

Michelin solutions at Solutrans 2017

At Solutrans 2017, MICHELIN solutions presents four innovative digital services designed to help drivers and fleet managers get the most from their assets and their activity. These apps will help them achieve not only the best performance and lowest total cost of use, but also greatly simplify the most common tasks of fleet management. This is a new phase in the digital revolution; applied to fleet management.

These services each transform one aspect of fleet management:

- MyBestRoute allows the smartest route suitable for transport professionals to be chosen;
- MyInspection digitalises and standardises vehicle inspection;
- MyTraining digitalises and facilitates driver training;
- MyRoadChallenge rewards good driving practices; improving the safety and motivation of drivers.

Fleet managers and transport entrepreneurs all have personal goals and ambitions for their business, whether it is to optimise costs, unify their staff, improve daily working processes, or better manage their fleet management. Michelin solutions helps them achieve this by developing a tailor-made set of customisable services, with each client being free to advance as he wishes, thanks to offers and options being offered "à la carte". It is for the fleet manager to structure his own offer by choosing the most relevant offers to achieve his specific objectives.

For many years, Michelin solutions has been providing tyre management for the fleets of transport professionals, with PPK (price per kilometer) contracts. This EFFITIRES offer was supplemented more recently by Michelin Tire Care, which provides a series of diagnostic tools to facilitate the in-house management of tyres in the fleets. At Solutrans 2015, Michelin solutions introduced EFFITRAILER, an offer that optimises the management of semi-trailers.

Philippe Miret, President of Michelin solutions, said: "Today, Michelin solutions looks beyond the performance of single vehicles, to offer Fleet Managers new solutions to improve the management of their day-to-day activities, as well as their employees. Digitalising the most complicated operations and procedures, federating and motivating employees: this is the objective of the new services presented by Michelin solutions".

About MICHELIN solutions

MICHELIN solutions is part of the Michelin group and was established in May 2013. It currently employs around 900 people globally and has close to 400,000 vehicles on contract. MICHELIN solutions is dedicated to designing, developing and commercialising solutions for fleets of vehicles. Its solutions are aimed at fleets wanting to improve their efficiency, productivity, and environmental footprint, in a global and customised way.

Four digital applications to help transform transport operations

MyBestRoute – This web application dedicated to transport professionals is for Fleet Operations Managers and will calculate routes and all costs associated. It will be possible to calculate -all in a few clicks- the cost of use of different routes and the quantity of CO_2 emitted taking into account the configuration of the vehicle and the carried load. A detailed comparison tool also makes it possible to evaluate the differences between vehicles, whatever the model, so that the operations manager can choose his itinerary according to his priorities. The application facilitates scheduling of supply routes and integrates the generic configurations of the vehicles that can be modified by the manager to be more representative of his fleet. Routes can be saved.

MyInspection – An end to handwritten paper inspections, which require anomalies to be described in sentences that are sometimes difficult to read, require deciphering, sometimes in different languages. MyInspection is a smartphone app which guides the driver step-by-step through the inspection of his vehicle, following the list of checkpoints defined by the user. It is used to report anomalies, and with the help of a photo, can automatically notify the maintenance workshop, which will enable the repair to be planned quickly. All this inspection data is recorded and saved. This application not only has the advantage of digitalising an often difficult operation, but it also makes it possible to standardise it, setting up a routine that is simple, easy, and applicable whatever the vehicle concerned.

MyTraining – This application allows the instructor to train drivers quickly and efficiently, and to improve their skills over time, while greatly simplifying the administrative work related to the organisation and archiving of training. The training takes place in the driver's cabin and allows the trainer to concentrate on the driver's performance rather than on the training tool. The application records the history of all driver trainings and allows to plan the next session. No more paper notes, typos and timeouts: everything is digitalised, training times are greatly reduced, and the results are available at the end of the training with a visual summary of the points requiring attention.

My Road Challenge – This application is a "serious game" highlighting the skills of truck drivers and the importance of their profession, while rewarding them for the quality of their driving. MyRoadChallenge offers a playful interface, made of challenges classifying drivers of the same company each day and every week, and helping to create a positive emulation between drivers. The algorithm embedded in MyRoadChallenge analyses the quality of driving through the acceleration and deceleration detected by the GPS of the driver's smartphone. It awards points for good driving behaviors, which are then convertible into Amazon gift vouchers. Only drivers have access to the classification and data reported by the GPS. A "quick tips" section highlights the improvement areas for the drivers so that they can improve their driving and thus gain more points.

MyBestRoute

Presentation

MyBestRoute is a web-based route calculation application that allows long-haul transport companies to calculate and compare routes according to their priorities. The application allows choosing the best route for a given trip, depending on the type of vehicle used. This application proposes to classify routes and vehicles according to the criteria of the user: driving time, total cost of use, fuel, toll, driver cost...

Problematic

To optimise their costs, transport fleet operators seek to make the most of their journeys, by choosing the best routes. Very often, their task is not easy: often manual, it passes through maps, Excel files, and relies on the experience of drivers. They spend a lot of time studying compromises because the information is disseminated, and the choice of the best route based on their criteria is unclear. In the end, operators do not always have a precise view of the costs per trip, which impacts their cost and the accuracy of the quotes made to customers. They therefore wish to:

- know the costs in advance (fuel, toll, driver...)
- compare different travel options, and different criteria (fuel, vehicle, time...)
- study more easily the parameters influencing their paths, and optimise them (clamping speed, selection of the most suitable vehicle configuration, etc.)

Functioning

- Simple to use, MyBestRoute is an interface that offers a route calculation in 4 intuitive steps:
  1. Destination (traffic and weather forecast can be taken in account)
  2. Type of load and weight transported
  3. Configuration of the vehicle(s), and fuel price
     - The most common vehicle configurations are pre-populated for immediate use. The user can, in addition, create other configuration profiles to better reflect the state of his fleet.
     - The configurations include the engine, gear ratios, the types of tyres...
  4. Driver hourly costs.
- It relies on truck-specific cartographic data that is regularly updated.
- This application is accessible on any computer or tablet, via an internet connection.
- MyBestRoute offers a table comparing up to 6 routes, categorised according to user criteria, detailing costs, distances, driving times, fuel consumption and CO_2 emissions.
- Each route is visible on the map, the user selects the route and vehicle configuration of his choice, and can save all defined parameters and results.
- The user can send the route to the driver on his smartphone

MyInspection

Presentation

MyInspection, an application available on smartphone, guides the driver, step by step, in the inspection of his vehicle.

Problematic

The general condition of truck and bus vehicles is not always well controlled, and maintenance does not always receive the information to plan repairs in due time. The current procedures are mostly paper formats – sometimes damaged, handwritten, and a lack of visual evidence in the event of an anomaly. Paper transmission, very common in transport, does not facilitate responsiveness; also unreadable notes, incomprehensible, missing information, loss of notes... are commonplace. Often, the issues are not resolved in time. Moreover, since the same vehicle can be driven by several drivers, these shared vehicles generate tension in case of setting responsibilities. Fleet managers therefore wish to:

- improve the safety and condition of vehicles
- benefit from a simple and powerful tool
- improve feedback from the driver to the maintenance workshop
- motivate drivers to take the necessary actions for proper operation of the vehicle
- save time, efficiency, and reduce costs

Functioning

- MyInspection guides the driver in the tour of the vehicle he is driving when taking charge of his vehicle. On the app, he selects his vehicle and starts the inspection. It follows a logical flow of the elements on the list of control points defined by the customer. For each element, it selects one of the three response options: "ok", a triangle if there is a problem or "N/A" for an element that does not apply to the vehicle. When the driver reports a problem, a text space appears where he can describe the problem and take a picture (a feature particularly relevant in the case of language barrier). Previously, the manager who created the inspection list may have defined important safety points that, if designated by the driver as defective, block the departure of the vehicle. At the end of the inspection, the driver registers it and only has to exit the application.
- Any defective part of the vehicle may be photographed by the driver. This information is then sent directly to the maintenance workshop. The anomaly reported during an inspection remains visible to any subsequent driver on the same truck until it has been repaired. The workshop will then automatically send a repair notice that will update its status in MyInspection.
- MyInspection proves that the inspection was done: when the driver inspects the vehicle, the date and time are automatically recorded.
- The driver can view the latest vehicle inspections, and see if the last inspection reported a problem with the vehicle and if it has been resolved.
- Inspection activities are fully managed: creation of personalised inspection lists by site, activity, type of vehicle, etc., archiving, search by vehicle, by date, by driver, reporting.
- As an option, "MyRewards", a gratification system, allows the fleet manager to reward the driver who conducts his inspections well and carries them out to the required standards. It is also a vector of driver loyalty, which earns points that it can eventually turn into Amazon gift vouchers.

MyTraining

Presentation

This application allows the instructor to train drivers quickly and efficiently, and to improve their skills over time, while greatly simplifying the administrative work related to the organisation and archiving of training.

Problematic

The heads of transport companies have difficulties in managing driver training: they are expensive, difficult to organise and plan because drivers are often not available. In addition, stopping drivers to train them is likely to impact fleet activity. They therefore wish to:

- improve the efficiency and profitability of trainings
- ensure a good maintenance of drivers' skills
- simplify the implementation of training tools
- modernise the image of their company vis-à-vis their drivers

Functioning

- When opening the application, the training schedule of the day is displayed. By selecting the desired driver, the driver training list appears. The trainer initiates a new training, selects whether the vehicle is empty or loaded, and then the desired training from the proposed list, as several types of training can be recorded. By launching the training, he sees the checklist appear. The training begins. The trainer checks if the driver does the actions listed or not: if yes, he slips the button to the right; if not, he slides it to the left. With each movement on the application, the point is recorded and geolocated on a map.
- Once the trip is complete, the trainer can immediately comment on the driver training very accurately. The screen displays a summary of the training: distance traveled, duration, map with points of attention in red and positive points in green. He can use the "streetview" to show the driver concretely where he has made a mistake.
- Trainer and driver can compare the results of the first and second trips. A summary of these can be transmitted electronically to the driver and all training is saved in the cloud, to feed the driver's file.
- A web portal makes it possible to directly visualise all the drivers and the trainings carried out. The manager can set the training frequency so that an alert appears a few weeks before the next session, to plan serenely driver training within the company.
- The tool has no limit on usage, backup volume, and creating training lists.
- The time saved compared to a classical training can be up to 45 minutes
- The digitalisation of the training support makes it possible to put an end to paper and manual entries.
- Training can be done in any language
- It is possible to create customised training: the fleet manager is free to adapt and even totally customise the content of the training according to his priorities.
- To go further, the fleet manager can subscribe to the "MyRewards" option, which allows him to reward drivers who perform well with points. These points are then convertible into Amazon gift vouchers.

MICHELIN
A BETTER WAY FORWARD

MyRoadChallenge

Presentation
MyRoadChallenge is a "serious game" that highlights the skills of truck drivers, rewarding them for their driving quality, and contributes to creating a positive emulation between drivers of a same company.

Problematic
Fleet Managers often find it difficult to retain their drivers (up to 60% of driver turnover in Europe). This entails significant recruitment, training and communication costs, not to mention the consequences for the company's activities. Fleet managers do not always have the time to set up motivational tools, and often see a drivers' motivation decrease over time. They therefore wish to:
- find other ways to involve their drivers
- motivate, support and engage their drivers
- make drivers aware of better driving

Functioning
- MyRoadChallenge evaluates the driving quality based on the acceleration and deceleration detected by the GPS of the driver's smartphone, thanks to an algorithm built into the application. The app does not require any action during the driving time.
- After each trip, a number of driving quality points are assigned by the algorithm.
- A ranking of the drivers in the fleet is made by level according to the accumulated points: MyRoadChallenge counts 99 levels and 3 sub-levels.
- The ranking is updated daily over 6 rolling days, depending on the points obtained. No one can interfere with the algorithm or the results.
- The offer is easy to use and user-friendly. The driver has the opportunity to create his own avatar.
- A "quick tips" section teaches the points of attention detected in the driver's work so that he improves his driving and gains more points.
- Each driver has a secure personal account from which he can order his Amazon vouchers directly from his smartphone.
- A fleet manager can easily change the credit value, thus varying the amount of rewards, which can go up to €100 net per month.
- MyRoadChallenge has been designed in accordance with the law of confidentiality of the personal data which will be applied on May 1st, 2018.
- MyRoadChallenge is supported by the "MyRewards" reward system, which allows the conversion of earned points into credits and then Amazon gift vouchers.
- The MyRoadChallenge service is billed monthly to the license, per driver.

MICHELIN
A BETTER WAY FORWARD