



## VIDEO TELEMATICS CASE STUDY

### *Speedy Services*

#### THE BACKGROUND

Speedy Services is the UK's leading tools and equipment hire company with more than 200 locations and serving over 46,000 customers and 85% of the UK's top contractors. The company operates a fleet of 1,060 LGVs and HGVs, made up of everything from vans used by its equipment maintenance team to 32-tonne trucks used to transport cranes.

Speedy previously adopted vehicle camera technology within its fleet operation but had experienced significant ongoing and unresolved issues in terms of both the quality of the product and the support provided by the supplier. This meant that many of its vehicles were often without a functioning, camera system for long periods of time leading to missed video evidence when incidents did occur. When footage was captured it was recorded to an onboard hard drive and often had a two-week delay in being retrieved.

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## BUILDING THE RELATIONSHIP

Speedy undertook a detailed review of the marketplace, following the decision to discontinue its existing camera solution and make video telematics an important part of its fleet replacement programme. VisionTrack was involved in a successful competitive pilot during 2018, with Speedy impressed by the quality and reliability of the technology, underpinned by first-class service and support. The objective of the solution was to achieve:

- Immediate visibility and understanding of an incident to take meaningful interventions
- Target risk reduction and continuous road safety improvement
- Cut insurance costs by lowering collisions, combating fraud and achieving FNOL
- Enhanced Duty of Care for teams operating remotely
- Effective compliance with industry and regulatory safety standards

As a result, Speedy appointed VisionTrack as its video telematics partner of choice, with all new HGVs and vans being fitted with its industry-leading road safety technology. Speedy also undertook a phased roll-out across its existing fleet as contracts ended with the previous camera supplier, as well as taking the unusual decision to transfer the support for its existing vehicle cameras that were still in contract elsewhere to VisionTrack.

“The VisionTrack solution is far better than our previous camera system, with superior functionality, performance and ease of use. In terms of support, their team is first rate and always on hand to answer our questions and resolve any issues,” explains Gareth Jones, Road Risk Manager at Speedy Asset Services Ltd. “Since our relationship began, I have personally seen VisionTrack grow to become the Europe’s leading video telematics provider.”

## THE ADVANCED SOLUTION

A connected multi-channel DVR system was initially adopted on a fleet of 30 HGVs, providing a five-camera solution that included a load-facing camera. Since then, Speedy has installed VisionTrack’s connected vehicle cameras on all small LCVs and a DVR solution on all new build commercial vehicles. The solution has provided Speedy with increased visibility of any collision, near miss and harsh driving event, sharing all captured footage and supporting data with cloud-based IoT platform, Autonomise.ai.

Speedy has subsequently added Advanced Driver Assistance Systems (ADAS) technology for its overnight trucking fleet, so the company can further improve driver and public safety with a view to preventing incidents before they arise. This enhancement combines a forward-facing camera that identifies lane departure, forward collisions, tailgating and vulnerable road users along with an in-vehicle monitor that recognises if a driver is tired or distracted by actions such as mobile phone use, smoking and eating. As a result, a driver can immediately be alerted to potential dangers, while an office-based fleet manager can monitor areas of concern both in real-time and historically.

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“As one of the first fleets in the UK to achieve DVSA earned recognition, we have demonstrated our commitment to keeping our people, customers and members of public safe by meeting all driver and vehicle standards. As part of this, we understood the need for an advanced and scalable video telematics system that safeguards drivers, prevents road collisions and mitigates fleet risk. We are working closely with VisionTrack – a technology leader that is driving innovation in connected technology and smart transportation – for over two years to take advantage of their unrivalled ambition, expertise, service and support,” adds Jones.

#### PROVEN RESULTS

VisionTrack’s video telematics solution is playing a crucial role within Speedy’s fleet strategy, protecting staff and other road users while targeting reductions in cost. The company has achieved a host of benefits including a 35% drop in road collisions and 100% performance in safety-and insurance-related footage use. The partnership with VisionTrack is helping in a number of ways:

- Indisputable, instantly accessible footage, providing Speedy and its drivers’ with peace of mind. By viewing HD video evidence of road incidents within second of them occurring through the alert mode on the platform, the welfare of the driver can be immediately checked and liability proved in under five minutes. With any fraudulent claim being made, Speedy can access high quality footage and accurate supporting data of the event. As a result, the company has been able to reduce these claims by 100% by defending against false and exaggerated claims including organised scams such as cash for crash.
- Rapid liability decisions by Speedy’s claims team is enabling the company to take swift action regarding at-fault incidents. By sharing details with its insurers on the same day as an incident is achieving greater control over third party costs, and as a result, reducing claims costs for the business by 40%.
- The internal rear-facing camera has allowed Speedy to investigate, verify and where appropriate dispute personal injury claims, as well as ensure employees are following health and safety guidelines.
- Added insight to better understand driving styles and identify areas of risk as part of its road safety strategy. Being able to review the footage in detail means Speedy can delegate the most appropriate training to the drivers as well as understand how incidents can be avoided in future. The ADAS solution is also helping the company to understand fatigue within the fleet operation and prevent fatigue-related incidents.

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