



Zurich Fleet Intelligence

Frequently asked questions



The solution

What benefits does Zurich Fleet Intelligence offer to my business?

Zurich Fleet Intelligence is an integrated fleet management solution that helps allow your company to:

- Improve operational efficiency that may result in reduced fleet running costs *
- Help improve road safety, thereby helping to protect your employees and reducing risk to other road users
- Reduce your impact on the environment through reduced fuel consumption and reduced vehicle wear and tear

Why would I choose Zurich Fleet Intelligence as opposed to one of the other solutions on the market?

Zurich Fleet Intelligence is an integrated solution—from data to dialogue to action to improvements. It includes the tools and services you need to help you realize the full range of benefits available. In addition, the solution is supported and easy to implement.

What are the features of Zurich Fleet Intelligence?

Zurich Fleet Intelligence is an integrated solution that helps you receive the tools and support that you need, including:

- Support in your selection of the most appropriate telematics hardware and services vendor
- A suite of reports at vehicle and fleet level giving you insight into many aspects of the performance of your vehicle fleet
- A suite of driver development tools, tailored to help you meet your specific risk needs
- Support of telematics vendors and Zurich's risk engineering specialists to help you identify root causes, set goals and implement effective solutions.

Does Zurich only work with one telematics vendor?

No, Zurich is working with a variety of telematics vendors. Therefore, we can help you identify the most appropriate vendor based on your unique needs.

What types of fleets can benefit from Zurich's solution?

Regardless of the industry segment you operate in or type of vehicles you operate, you are faced with the same challenges – escalating costs, a need to reduce road risks and an expectation to reduce your impact on the environment.

Zurich Fleet Intelligence is a solution that is appropriate for virtually all fleet types. We work with a variety of telematics vendors, so we can tailor Zurich's solutions to help meet your specific needs.

*Zurich does not guarantee that the Zurich Fleet Intelligence program will result in cost savings to your organization, whether relating to fuel, insurance costs, potential reduction in crashes or your company's total operational costs. Results may vary depending on your circumstances and may actually result in greater costs, depending upon your drivers' driving characteristics. You are in the best position to understand your business and your organization and to take steps to minimize risks. Zurich Fleet Intelligence's information and tools will help you assess your changing risk environment.

The benefit to my business

What benefits can I expect from Zurich Fleet Intelligence?

Zurich Fleet Intelligence offers benefits to help your business in the following areas:

- Improve operational performance
- Reduce fuel costs
- Reduce the costs associated with vehicle crashes
- Impact your auto insurance costs under future policies*

How quickly will I see benefits from Zurich Fleet Intelligence?

Our customers can expect to see a benefit to their business quickly. You will have access to insightful data and a wide range of tools that can help you improve the performance of your fleet and provide you with information that you can use to help improve driver behavior.

Do I have to buy insurance from Zurich to benefit from Zurich Fleet Intelligence?

No, Zurich Fleet Intelligence and our range of fleet risk management tools are also available to fleet operators that are not insured with Zurich.

What are the benefits for my employees?

Zurich Fleet Intelligence offers the following benefits for your employees:

- It serves as a tool to improve their working conditions through improved vehicle operational performance
- It provides them with information that they can use to help make safer driving decisions
- It will give them tools to help them improve their driving skills and knowledge

Will employees object to this type of solution?

Naturally, some employees may have concerns about this solution. However, Zurich and the telematics vendors will provide the support and assistance that you need to help you deliver an effective communication and engagement plan for your employees, and help them understand the ways that Zurich Fleet Intelligence can benefit them as well.

Implementing the solution

How do I choose the best telematics vendor from your panel?

We will work with you to identify your business needs and then help you choose the most appropriate vendor from the telematics panel. Zurich does not receive any fee or commission from these vendors for selecting their telematics services.

How does the installation process work?

All telematics equipment installation work is carried out by independent third party professional installers from the telematics vendor who you will contract with directly.

Will I receive a discounted rate from Zurich's selected vendors for the telematics hardware and monthly service charge?

We have arranged for discounts from a number of our panel telematics vendors on some or all of the installation, hardware and monthly service charges and with this discount, you will likely pay below the telematics vendor's standard rates for these items.

Do I need any special software or computer hardware to access the reporting suite or development tools?

No, you do not. Zurich Fleet Intelligence's reporting and development tools run on Internet Explorer 6 or newer, or Firefox.

Will Zurich be monitoring my drivers or looking at our reporting data?

No, Zurich will not be monitoring your individual drivers. However, if you provide the telematics /data reporting vendor with consent to share your vehicle level data with us, then we can provide our enhanced reporting and analysis suite to you.

What happens if I need help after implementation?

Full post installation support for the telematics equipment will be available directly from the telematics vendor that you contract with. Most vendors provide support including advice and help with any technical questions.

This document is intended as a general description of certain types of services available to qualified customers through subsidiaries within the Zurich Financial Services Group including:

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In Canada: Zurich Insurance Company, Ltd, 400 University Avenue, Toronto, Ontario M5G.

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