Trucking and Fleet Mobility Implementation Guide

Plan driver devices, terminal inventory and replacement workflows for fleets with 100 or more vehicles.



Illustrative image. Not a customer or ConnectUs facility photograph.

Who this guide is for

Trucking, last mile delivery, Amazon DSP operators and businesses delivering goods or services with large vehicle fleets.

Use this framework to define owners, acceptance criteria and a controlled rollout. Subject matter expert review is pending. Validate the plan with your operational, IT and security owners before implementation.

1. Map routes, terminals and device roles

Determine whether devices follow drivers, vehicles or shifts. Inventory dispatch, navigation, proof of delivery, scanning and ELD workflows. Record terminal demand, onboarding volume and current support bottlenecks.

Accountable owner: Fleet operations and IT

Acceptance gate: Approved ownership model and baseline by terminal.

2. Validate the driver kit

Test device, mount, power, scanner or camera, carrier coverage and approved applications in representative vehicles and routes. Validate ELD compatibility with the platform owner; a configured tablet alone does not establish regulatory compliance.

Accountable owner: Fleet safety, IT and application owners

Acceptance gate: Vehicle compatibility and application acceptance record.

3. Configure and reconcile assets

Enroll devices in MDM, configure approved applications and policies, apply asset labels and link serial numbers to the fleet inventory. Define shared shift sign in and logout where relevant.

Accountable owner: IT and asset owner

Acceptance gate: Known configuration version and reconciled serial level records.

4. Pilot routine and failure scenarios

Test start of shift readiness, coverage gaps, charging, dispatch updates, broken devices and driver changes. Define pass criteria before launch. Gather feedback while vehicles are safely parked.

Accountable owner: Terminal manager and pilot lead

Acceptance gate: Documented pass or fail results and rollout approval.

5. Deploy terminal by terminal

Align shipments to terminal receiving hours and driver start dates. Confirm stock receipt and device readiness separately. Provide handoff instructions and a clear support route.

Accountable owner: Deployment and terminal teams

Acceptance gate: Controlled rollout waves and exception tracking.

6. Size spares and run the return loop

Use incident history and replenishment time to size spare pools. Agree on swap approval, shipping cutoffs, carrier dependencies, returns and secure reset. Review incidents per device and time to restore each month.

Accountable owner: Fleet service owner

Acceptance gate: Written support scope, asset reconciliation and monthly service review.

Measure before and after

• Start of shift device readiness rate.

• Time from approved complete request to ready driver kit.

• Ticket response time and restoration time measured separately.

• Spare availability, outstanding returns and total cost per active device.

Record baseline dates, sample size, device population, target, actual result and exceptions. Keep response, restoration, shipment and arrival metrics separate. Labor capacity released is not automatically cash savings.

Agree on the service scope

Confirm support hours and severity levels; response and restoration targets; order completeness and shipping cutoffs; geography and carrier dependencies; stock and spare ownership; returns and data handling; fees and exit responsibilities.

Review and approval record

Operational owner / date: _____

IT and application owner / date: _____

Security and privacy owner / date: _____

Pilot acceptance decision / exceptions: _____

Review status: pending. No service timing, financial outcome or compliance certification is promised by this planning guide.

Source and next step

Supplied ConnectUs fleet overview. The source overview includes illustrative financial examples; this guide does not treat those as universal benchmarks.

Discuss your implementation plan with ConnectUs