

Frequently Asked Questions

- **How does the program work?**
- A small unit is plugged into the vehicle diagnostics port – or a smartphone app can be installed on driver’s phone - that collects and transmits usage and driving behavioral data. This data is collected and analyzed by the team at Orion for areas of safety and operational efficiency improvement. Orion works with the insured to learn about their operational priorities and safety concerns. They tailor a driver coaching program so that the insured can easily act upon these insights and build actual fleet improvements. This is all completed within the initial pilot program. It’s a very powerful program that delivers strong results; you will see actual examples during the intro WebEx with Orion.
- **How do the devices get installed?**
- Most vehicles can accommodate a simple plug in device. Anyone can plug these in, but Orion has videos and other self-help resources.
- **Should an insured participate if they already have GPS monitoring?**
- Absolutely. This program is different than GPS tracking. It focuses on the data analytics and driver coaching to help fleets achieve greater operational savings and safety gains from driving behavioral data. For insureds who do not have an existing system Orion provides the hardware, but for others who already have a solution Orion tries to first access the data from the current platform. Most insureds who have a pre-existing GPS solution find that they can achieve significant additional safety improvements and operational savings through Orion’s analytics and coaching.
- **Does an insured need to remove their existing GPS solution to do this program?**
- No they do not.
- **What is included in the Pilot period?**
- During the initial program Orion Baselines the current operational inefficiency and high risk driving behavior of the insured, sets up a driver coaching program to build improvement, and shows how the insured can maintain these improvements. This is all done on a representative sample of the fleet. At the end of the pilot the insured can elect to continue with the program at their own expense or not.
- **How do I use it?**
- Orion’s services are designed to adapt to the user’s work habits. Information can be received via text, email, online, or when particularly high risk or inefficient driving is occurring – directly from the Orion team. Reports and analysis are tailored and modified to focus on any trackable metric, with the ability to summarize/trends or drill down to the underlying data. Orion’s Customer Success team works to spot issues and opportunities in the data to ensure they are not overlooked and to be a hands on resource for putting them into action.

- **What kind of results should I expect?**
- Every fleet is unique but most see speeding and aggressive driving curtailed almost immediately and with vigilance, stay under control. Operational improvements vary widely in pace and magnitude but most see hard-dollar cost savings that offset much or all of ongoing service fees. More advance application of the information in daily operations and overall fleet management vary based on the capabilities and goals of the organization.
- **How does an insured save money in fuel and operations?**
- The program improves driving behavior which is fuel inefficient – such as idling and high speed or aggressive driving. It also works to reduce miles traveled through such areas as improved routing, and reduced after hours travel, unauthorized use, and out of area travel. It improves workforce efficiency by building driver accountability and monitoring jobsite punctuality. Each fleet is different, which makes Orion's approach so powerful because they mine the data for the important metrics and insights that are relevant for the specific client. Orion will share more examples in the introductory WebEx meeting.
- **How does the program improve safety?**
- It tracks driving behavior data such as high speed driving, aggressive driving like hard braking and rapid accelerations, and speeding over the posted speed limit. It also tracks unnecessary excessive travel or unauthorized use to reduce total miles traveled. All of this data is bundled into a driver coaching program that allows the insured to track and trend improvements.
- **How much work is required by the insured?**
- This is not a significant time commitment for the insured because Orion does all of the heavy lifting in terms of the data analytics and coordinating the driver coaching. All that is needed from the insured over the pilot period is to attend three program WebEx's (including the initial informational WebEx) and designate a project manager to help Orion get things setup.
- **Are there any fleets who are not a good fit for this program?**
- Different fleet types experience different benefits in different areas. Orion tailors the analytics to your unique operations to improve visibility, fleet safety, and efficiency in areas that are meaningful for your business. Insureds have made significant improvements to fleet safety and efficiency despite the fact that they only had a few vehicles, their operations are limited to a small radius and drive few miles, or that they are driving private passenger or light duty vehicles.