



## Fleet Practices Report - Fleet Maintenance Software Usage

---

**Note:** Reproduction, copying or publication of this Report in whole or part is strictly prohibited without the prior approval of Fleetcommunity, Inc. Questions and subscription requests should be directed to Mr. Marc Goldenberg, 312-640-1500 or marc@fleetcommunity.com. The materials presented in this Report are based upon responses received from Fleetcommunity members and do not represent the opinions of Fleetcommunity, Inc. or its management. No recommendations or representations are made by Fleetcommunity regarding any of the methods or software outlined in this Report.

We have been collecting information from Fleetcommunity members about the systems they use to manage vehicle maintenance, whether those systems were commercial software packages, internally developed software or manual processes. The survey asked members to identify the system that they used to manage vehicle maintenance and that systems strengths and weaknesses. Additionally, members were asked to rate the commercial and internally developed systems on eight (8) separate categories.

---

### **TABLE OF CONTENTS**

<i>Response Breakdown</i>	2
<i>General Observations</i>	2
<i>Software System Usage</i>	3
<i>Software System Usage by Industry</i>	4
<i>Commercial Software Package Review</i>	5
<i>Summary and Observations</i>	30

---

### **Response Breakdown**

As of the writing of this Report, we have received 164 responses from fleet decision-makers to the maintenance software survey. This table provides an overview of the breakdown of responses by industry:

<b>Type of Business</b>	<b>Responses</b>
1. Construction	21
2. For-Hire, including Household Movers	5
3. Food, Beverage & Agriculture	23
4. Government/Municipalities	31
5. Manufacturing & Processing	9
6. Passenger/Bus	7
7. Petroleum Producing	9
8. Retail/Wholesale	7
9. Services/Sanitation	22
10. Utilities	30
<b>Totals</b>	<b>164</b>

### **General Observations**

We made several interesting observations based upon the survey results. The observations are made based upon the responses by members and are outlined below:

#### **Observations**

1. The vast majority of fleets utilize some level of software to assist in the management of their fleet maintenance operation, with 54% of fleets using commercial software packages and another 25% using internally developed software.
2. The utility and food industry sectors had the highest level of software usage and the highest level of commercial software usage. The government/municipal, manufacturing and construction industry sectors were also large users of software for fleet maintenance management.
3. There are many good commercial software packages that were used by and recommended by members. 31 commercial software packages were identified as used by Fleetcommunity members and members recommended 22 of these packages.
4. Reporting capabilities appeared to be a common weakness cited by members regarding commercial software packages. Only a few packages were rated well on reporting capabilities. Clearly this is an area that could use improvement for most of the commercial software packages.
5. Fleet Anywhere (Peregrine) and RTA were the two commercial packages that were used by the most fleets with 11 and 9 responses, respectively. Members recommended both of these systems with some reservations.

### ***Software System Usage***

Fleet management is a detailed and complex task. In order to manage the maintenance schedules, repair orders, parts inventory, warranty tracking and acquisition & disposal of equipment, fleet decision-makers require a system to manage the vast amounts of information created. Most fleet decision-makers have begun to rely more heavily on computer systems to manage this information. Below are the three primary methods that are used to manage fleet maintenance information:

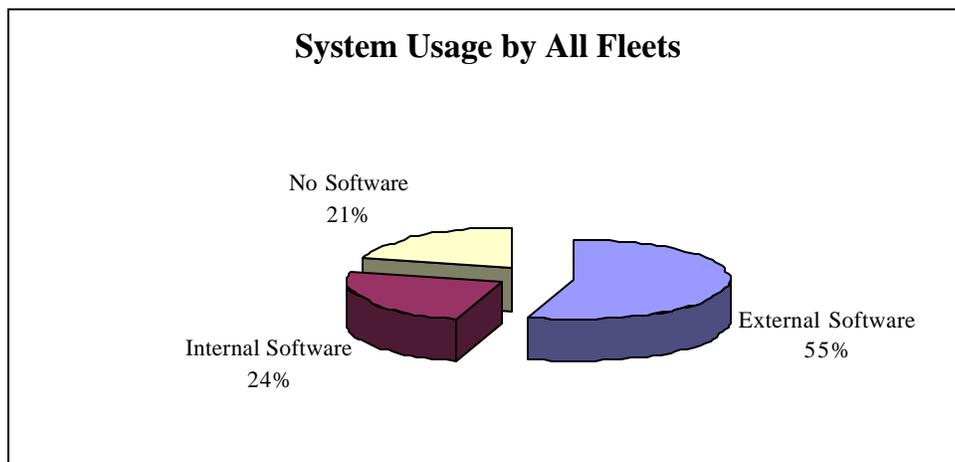
**Manual Systems (No Software)** – If a manager has not developed even a simple spreadsheet-based management tool, then they are manually managing fleet maintenance information. This can involve paper-based work orders, scheduling and inventory management. A surprising number of small to mid-sized fleets still maintain manual management systems.

**Internal Software Systems** – Many fleet managers have developed internal systems for managing their fleet thereby customizing the system to directly fit their needs. These systems are often mainframe-based systems developed internally by the IS department, but can also involve simple database or spreadsheet-based programs.

**External Software Systems** – Increasingly fleet managers are turning to externally developed, commercially available software packages to manage their fleets. Dozens of packages have been developed during the last 15 years that specifically address fleet maintenance management. These packages range in price and complexity. Most offer some level of customization, although the level of customization varies by package.

### **Overall Breakdown of Responses by System Usage**

The breakdown of system usage by fleets that were indicated in the responses were as follows (includes a total of 164 responses):



While commercial software was the most used category with 55% (90 responses) of respondents, 21% of members (34) still used no software to manage their fleet. Another 25% of the respondents (40) used internally developed software for fleet maintenance management.

### Software System Usage by Industry

The following chart categorizes by industry sector, the commercial programs used by the respondents (includes 90 responses):

Industry	Software Product	Industry	Software Product
Construction	<ul style="list-style-type: none"> <li>- Dossier (Arsenault) (1)</li> <li>- Extra Fleet (Currentsoft) (1)</li> <li>- MP2 (Datastream) (1)</li> <li>- SAP (1)</li> <li>- Transman (TMT) (2)</li> <li>- Truck Tracker Pro (MBC) (1)</li> </ul>	Passenger/Bus	<ul style="list-style-type: none"> <li>- Fleet-Net (1)</li> <li>- SCI (1)</li> </ul>
Food & Agriculture	<ul style="list-style-type: none"> <li>- Dossier (Arsenault) (1)</li> <li>- Extra Fleet (Currentsoft) (1)</li> <li>- Fleet Maint. (DPSI) (1)</li> <li>- Fleet Anywhere (Peregrine) (1)</li> <li>- Fleetmax (Creighton-Manning) (3)</li> <li>- Maint. Manager (JJ Keller) (3)</li> <li>- Maximo (PSDI) (2)</li> <li>- RTA (3)</li> <li>- Vehicle Tracker (Squarerigger) (1)</li> </ul>	Petroleum Procosssing	<ul style="list-style-type: none"> <li>- Dossier (Arsenault) (1)</li> <li>- Fleet Maint. (DPSI) (1)</li> <li>- Transman (TMT) (1)</li> </ul>
For-Hire & HHG	<ul style="list-style-type: none"> <li>- Maint. Manager (JJ Keller) (1)</li> <li>- Transman (TMT) (1)</li> </ul>	Utilities	<ul style="list-style-type: none"> <li>- EMS (Peregrine) (1)</li> <li>- Extra Fleet (Currentsoft) (1)</li> <li>- Fleet Maint. (DPSI) (1)</li> <li>- Fleet Anywhere (Peregrine) (6)</li> <li>- Fleet Controller (Fleet Comp.) (1)</li> <li>- Fleet Cost Control (FDI) (1)</li> <li>- Maximo (PSDI) (1)</li> <li>- Maximus MCMS (CSI) (2)</li> <li>- Maximus M4 (CSI) (2)</li> <li>- MP2 (Datastream) (1)</li> <li>- RTA (5)</li> <li>- SAP (2)</li> <li>- Ultramain (SSUI) (1)</li> </ul>
Government/Municipal	<ul style="list-style-type: none"> <li>- ACT (1)</li> <li>- EMS (Peregrine) (3)</li> <li>- Faster CS (CCG Systems) (4)</li> <li>- Fleet Anywhere (Peregrine) (3)</li> <li>- HTE (1)</li> <li>- Maint. Manager (Qquest) (2)</li> <li>- Maximus M4 (CSI) (1)</li> <li>- Transman (TMT) (1)</li> <li>- Truck Tracker Pro (MBC) (1)</li> <li>- Ultramain (SSUI) (1)</li> <li>- Vehicle Tracker (Squarerigger) (1)</li> </ul>	Retail/Wholesale	<ul style="list-style-type: none"> <li>- Dossier (Arsenault) (1)</li> <li>- Fleetmaster FMS (MCFA) (1)</li> <li>- Fleetmax (Creighton-Manning) (1)</li> </ul>
Manufacturing	<ul style="list-style-type: none"> <li>- CFA (1)</li> <li>- Enterprise MPAC (Indus) (1)</li> <li>- Fleet Maint. (DPSI) (1)</li> <li>- Fleet Anywhere (Peregrine) (1)</li> <li>- Fleet Assistant (ASI) (1)</li> </ul>	Services/Sanitation	<ul style="list-style-type: none"> <li>- CFA (1)</li> <li>- Fleetmax (Creighton-Manning) (1)</li> <li>- JD Edwards (1)</li> <li>- Maint. Manager (JJ Keller) (1)</li> <li>- Maximus M4 (CSI) (1)</li> <li>- MP2 (Datastream) (1)</li> <li>- RTA (1)</li> <li>- Viewpoint (Bidtek) (1)</li> </ul>

### Commercial Software Package Review

Several externally developed commercial packages were in use at the responding fleets. We have provided a summary of the overall perception and estimated pricing for each package in the summary table below. Thereafter, we provide a detailed analysis of the responses for each individual package. The detailed analysis includes fleet ratings on eight (8) different categories, strengths and weaknesses indicated for each package and notable quotes from fleet managers on each package (includes 90 total responses)

	# of Responses	Price Range*
<b>Highly Recommended</b>		
Dossier 32 (Arsenault)	4	Low/Mid
Faster CS (CCG Systems)	4	Mid/High
Fleetcontroller (Fleet Computing)	1	Unknown
Fleet Cost Control (Fleet Distribution)	1	Low
Maximo (PSDI)	3	High
Maximus MCMS (CSI)	2	High
Transman (TMT)	5	Mid
<b>Recommended with Some Reservations</b>		
CFA	2	Low/Mid
EMS (Peregrine)	4	No longer available
Enterprise MPAC (Indus)	1	High
Extra Fleet (Currentsoft)	3	Low/Mid
Fleet Anywhere (Peregrine)	11	High
Fleetmax (Creighton-Manning)	5	Low/Mid
H.T.E.	1	Unknown
Maintenance Manager (JJ Keller)	5	Low
Maintenance Manager (Qquest Software)	2	Low
Maximus M4 (CSI)	4	High
MP2 (Datastream)	3	Mid/High
RTA	9	Low/Mid
Systems Consultants Inc.	1	Unknown
Truck Tracker Pro (MBC)	2	Low
Vehicle Tracker (Squareigger)	2	Low/Mid/High
<b>Not Recommended</b>		
ACT	1	Unknown
Fleetmaint. 2000 (DPSI)	4	Low
Fleet-Net	1	Mid/High
SAP	3	High
Ultramain (SSUI)	2	High
Viewpoint (Bidtek)	1	Unknown
<b>No Recommendation Provided</b>		
Fleet Assistant (ASI)	1	Low
Fleetmaster FMS (MCFA)	1	Not applicable
JD Edwards	1	High

\* Pricing for these packages is often dependent on factors such as size of fleet, number of users, whether implementing a Local Area Network or Wide Area Network Solution and additional modules required. The price ranges are based on upfront software costs only and do not include hardware, training, or implementation service charges. The pricing categories are based on the following matrix and are meant to give you an idea of relative costs between packages. Those packages listed with multiple ranges offer a number of solutions that span across the pricing ranges.

- o High > \$50K and often into the 100's of thousands of dollars
- o Mid \$10K - \$50K
- o Low < \$10K

## **Description of Individual Software Package Write-ups**

In this section we have provided information on individual commercial software packages that were indicated as used by our members. The packages are presented in alphabetical order based on software product's name. The information is based upon the Fleetcommunity member responses to the survey. Since the level of functionality and complexity differed for each program, we framed the question by asking members to respond based on how the program has met their organization's needs. The information for each package is broken down in the following manner:

<b>Software/Company Name -</b>	Name of software package is shown in bold and name of the company is shown in parentheses.
<b>Overall Rating -</b>	We asked members to indicate whether they would recommend the package and provided the following three categories to choose from; highly recommend, recommend with some reservations or not recommend. Not every member indicated a recommendation level. The overall rating is based upon the aggregate of recommendation responses.
<b>Pricing Range -</b>	<p>Pricing for these packages is often dependent on factors such as size of fleet, number of users, whether implementing a Local Area Network or Wide Area Network Solution and additional modules required. The price ranges are based on upfront software costs only and do not include hardware, training, or implementation service charges. The pricing categories are based on the following matrix and are meant to give you an idea of relative costs between packages. Those packages listed with multiple ranges offer a number of solutions that span across the pricing ranges.</p> <ul style="list-style-type: none"><li>• High &gt; \$50K and often into the 100's of thousands of dollars</li><li>• Mid \$10K - \$50K</li><li>• Low &lt;\$10K</li></ul>
<b>Description -</b>	The description provides information on the type of software each package is. For instance, most of the packages are maintenance management systems specifically designed for fleet. However, other packages are accounting packages or asset management programs that have been adapted for fleet.
<b>Number of Respondents -</b>	Number of members indicating that they use this software package.
<b>Respondents with Ratings -</b>	Number of respondents that provided ratings of the software packages. Some members did not fill out the ratings section but rather provided verbal insight into their satisfaction levels.
<b>Ratings Summary -</b>	<p>We asked members to rate how the product has met their organization's needs on several categories. Each category was ranked on a 5-point scale with 5 meaning that it met all of their needs and 1 meaning that it met none of their needs.</p> <p><b><i>Below is the actual wording provided in the survey for each of the eight (8) categories:</i></b></p> <ul style="list-style-type: none"><li>• Ease of use (user interface, easy to navigate, simple to understand)</li><li>• Features (depth of product, ability to satisfy your needs)</li><li>• Reliability (lack of bugs &amp; errors, resistance to crashing, etc.)</li><li>• Speed and performance</li><li>• Customer/technical support (responsiveness, ability to solve problems)</li><li>• Upgrades/innovations (ability to continue to improve product)</li><li>• Onscreen help (ability to solve problems with program help)</li><li>• Usefulness of reports</li></ul>
<b>Strengths and Weaknesses -</b>	We asked members to provide a few strengths and weaknesses for the software product that they used. This section lists those items indicated by members.
<b>Notable Quotes -</b>	We also asked members to provide any other thoughts they might have regarding the software product and a few notable quotes from members are included in this section.

ACT (ACT)	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Not recommended	Unknown		
URL: unknown Phone: unknown Description: unknown Number of respondents: 1 Respondents with ratings: 1				
<b>Ratings Summary</b>				
	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
Rating from 1-5 (5 being best)	4	3	4	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	1	1	1	2
<b>Strengths:</b>	Mainframe system that might have been good in its day.			
<b>Weaknesses:</b>	No error codes, no support, poor reports.			
<b>Notable comments:</b>	None noted			

CFA (CFA)	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	Low/Mid		
URL: www.cfasoftware.com Phone: 800.437.6001 Description: CFA is a maintenance management system developed for fleets. Largest customer base is in sanitation.				
Number of respondents: 2 Respondents with ratings: 1				
<b>Ratings Summary</b>				
	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
Rating from 1-5 (5 being best)	4	4	4	3
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3	4	3	3
<b>Strengths:</b>	Tracking capabilities, ease of use, reporting			
<b>Weaknesses:</b>	Inventory management, reporting			
<b>Notable comments:</b>	"I highly recommend CFA. It fits the needs of our shop and they are very helpful if you encounter problems. It provides a lot of flexibility in tracking methodology and very useful reporting capabilities" "Very good with mileage, but weak in inventory and reporting." "In my opinion the CFA system was limited on reporting, but was very easy to use and easy to train people on."			

<b>Dossier 32 (Arsenault)</b>	<b>Overall Rating</b> Highly recommended	<b>Pricing Range</b> Low/Mid		
URL: www.truckfleet.com Phone: 800.525.5256				
Description: Dossier 32 is a maintenance management system developed for fleets. Broad industry focus.				
Number of respondents	4			
Respondents with ratings	2			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	4	4.5	3.5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	5	4.5	4	4.5
<b>Strengths:</b>	Reporting, technical support, upgrades, versatility			
<b>Weaknesses:</b>	'Canned' package that could use some customization			
<b>Notable comments:</b>	"...very versatile and generated reports that can be further manipulated in Excel." "...[compared to JJ Keller] Dossier is much more user friendly and the data is more easily retrieved via reports. The back-up data is also easy to restore." "I would highly recommend it. The program has more than enough features for any size fleet. The reporting features are excellent. The tech support has been great and we were notified of and received upgrades in a timely fashion." "The shortcoming of the package is like all others, it's a canned package that can use some customization."			

<b>EMS (Peregrine)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	No longer available		
URL: www.peregrine.com Phone: 800.638.5231 Description: EMS is a DOS-based maintenance management system that was developed for fleets by Prototype. Prototype and the EMS product line were acquired by Peregrine.				
Number of respondents	4			
Respondents with ratings	4			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	3.5	3.8	3.2
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3.2	3.7	2.3	3.2
<b>Strengths:</b>	Ease of use			
<b>Weaknesses:</b>	DOS-based system, poor downtime tracking feature			
<b>Notable comments:</b>	"The system is relatively simple to use, but it is a DOS-based system. We are in the process of converting to Fleet Anywhere from EMS."			

<b>Enterprise MPAC (Indus)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	High		
URL: www.indusinternational.com Phone: 800.868.0497 Description: Enterprise MPAC is a broad enterprise asset management system for asset maintenance. It has been adapted to handle fleet assets.				
Number of respondents	1			
Respondents with ratings	1			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	3	3	3
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	2	4	2	3
<b>Strengths:</b>	Robust enterprise asset management system, comprehensive			
<b>Weaknesses:</b>	Not developed for fleet, so some limitations			
<b>Notable comments:</b>	"Enterprise MPAC has been adapted for fleet but is not tailored to fleet. It is fairly comprehensive, covering maintenance, purchasing, etc."			

<b>Extra Fleet 2000</b> (Current Software)	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	Low/Mid		
URL: www.truckfleet.com Phone: 800.733.2052 Description: Extra Fleet 2000 is a maintenance management system developed for fleets. Broad industry focus. Number of respondents 3 Respondents with ratings 2				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3	3	3	2
	3	2.5	2	2
<b>Strengths:</b>	Comprehensive			
<b>Weaknesses:</b>	Data entry, reporting			
<b>Notable comments:</b>	<p>“I was looking for a strong PM package with a reasonable price and without the computer overkill and glitter...my search was narrowed to Dossier 32 and Extra Fleet. I chose Extra Fleet and would recommend it to others...however we were light on training and I would suggest utilizing a lot of training.”</p> <p>“We had a lot of trouble after the recent Extra Fleet upgrade. Data entry became more complex instead of simpler. We are evaluating other products currently.”</p> <p>“We have used Extra Fleet for two years with few problems.”</p>			

Faster CS (CCG Systems)	Overall Rating Highly recommended	Pricing Range Mid/High		
URL: www.ccgsystems.com Phone: 800.753.2783				
Description: Faster CS is a maintenance management system developed for fleets. Over 90% of the customers are government or municipal fleets.				
Number of respondents	4			
Respondents with ratings	4			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4.5	4.5	4.5	5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4.8	4.5	4.8	3.8
<b>Strengths:</b>	Comprehensive, long history, strong customer support, excellent customer base			
<b>Weaknesses:</b>	Ability to customize reports			
<b>Notable comments:</b>	“We are extremely pleased with both the functionality of the software and the service response of CCG. They quickly respond to problems and are responsive to system change requests (frequent upgrades).” “Strong customer service. They listen to customer suggestions and act on them in the next release.” “Strong customer base throughout US, employee owned company that has been around 18+ years. Excellent customer/technical support 24/7; no weaknesses.”			

<b>Fleet Anywhere (Peregrine)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	High		
URL: www.peregrine.com				
Phone: 800.638.5231				
Description: Fleet Anywhere is part of Peregrine’s suite of enterprise asset management systems. Fleet Anywhere is a maintenance management package that was tailored to fleets. Broad industry focus.				
Number of respondents	11			
Respondents with ratings	8			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	4.4	4	4.1
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4.1	4.5	3.6	3.2
<b>Strengths:</b>	PM tracking & scheduling, life cycle costing, inventory management			
<b>Weaknesses:</b>	Reporting, longer training cycle (less easy to learn), training upon implementation			
<b>Notable comments:</b>	<p>“Fleet Anywhere works very well but has a long learning curve for low skilled users (i.e. mechanics). I question the wisdom of including an internal report generator since if the data request restrictions are not carefully configured it can literally bring the system crashing down. Overall, though, I would recommend the product.”</p> <p>“...Fleet Anywhere is a good system with the main limitation being our ability to fully utilize all of its functionality. Its weak point is the cumbersome reporting function.”</p> <p>“We are very satisfied with Fleet Anywhere. It allows us to manage a wide variety of equipment and assists our maintenance management. I recommend the product.”</p> <p>“Latest upgrade has made it more user-friendly.”</p> <p>“We are lukewarm on Fleet Anywhere...I struggle with the ease of functionality...and the lack of solid reports behind the data.”</p>			

<b>Fleet Assistant (ASI &amp; Freightliner)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>
	None provided	Low
URL: www.actcosys.com Phone: 416.679.9555		
Description: Fleet Assistant is a maintenance management system developed for fleet, in conjunction with Freightliner LLC, one of the leading heavy-duty truck manufacturers. Broad industry focus.		
Number of respondents	1	
Respondents with ratings	1	
<b>Ratings Summary</b>		
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Speed &amp; Performance</b>
	-	5
	<b>Features</b>	<b>Reliability</b>
	5	-
	<b>Technical Support</b>	<b>Onscreen Help</b>
	-	4
	<b>Upgrades/Innovations</b>	<b>Report Usefulness</b>
	5	5
<b>Strengths:</b>	Ties to dispatch system, inexpensive comprehensive system	
<b>Weaknesses:</b>	Long process to populate the data	
<b>Notable comments:</b>	“The program is working well for us. We picked Fleet Assistant because it tied to our dispatch system. We did have to put each piece of equipment into the system by hand, which took a lot of time.”	

<b>Fleetcontroller</b> (Fleet Computing)	<b>Overall Rating</b> Highly recommended	<b>Pricing Range</b> Low		
URL: www.fleetcomputing.com Phone: 505.434.2323				
Description: Fleet Controller is a maintenance management system developed for fleets. The product is primarily aimed at government and municipal fleets and transit systems.				
Number of respondents	1			
Respondents with ratings	1			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	5	5	-	5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	-	5	4	
<b>Strengths:</b>	Ability to handle many types of equipment, tracking, frequent upgrades			
<b>Weaknesses:</b>	None noted			
<b>Notable comments:</b>	"Fleet Controller is tailored for municipal fleets, accounting for the wide array of equipment types used by such fleets. We have used it for many years...Fleet Computing supports their product well with updates and improvements...by listening to what the customer wants. We have had good success with this software and would highly recommend it."			

<b>Fleet Cost Control</b> (Fleet Distribution, Inc.)		<u>Overall Rating</u> Highly recommended	<u>Pricing Range</u> Low	
URL: none				
Phone: 404.325.9214				
Description: Fleet Cost Control is a DOS-based maintenance management system developed for fleets. Broad industry focus.				
Number of respondents		1		
Respondents with ratings		1		
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	-	4	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4	3	2	5
<b>Strengths:</b>	Reporting			
<b>Weaknesses:</b>	DOS-based, only allows one type of fuel			
<b>Notable comments:</b>	"I am satisfied with this program and would highly recommend it."			

<b>Fleetmaint. 2000</b> (DPSI)		<u>Overall Rating</u> Not Recommended	<u>Pricing Range</u> Low	
URL: www.dpsi-cmms.com				
Phone: 800.897.7233				
Description: Fleetmaintenance 2000 is a maintenance management system developed for fleets. Broad industry focus.				
Number of respondents		4		
Respondents with ratings		2		
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3.5	3.5	2	2.5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3.5	3	2	2.5
<b>Strengths:</b>	User interface			
<b>Weaknesses:</b>	Performance, written in Microsoft Access, system support			
<b>Notable comments:</b>	"I would not recommend this system due to poor system support." "I would not recommend it to anyone. It is written in Access and the performance is terrible. It is also complicated to use."			

<b>Fleetmaster FMS</b> (Mitsubishi Caterpillar Forklift American - MCFA)	<u>Overall Rating</u> None Provided	<u>Pricing Range</u> Not applicable, since only for Cat dealers		
URL: www.mcfa.com				
Phone: 713.315.1000				
Description: Fleetmaster FMS is a maintenance management system distributed by MCFA for Caterpillar dealers. Product is currently only available to MCFA dealers.				
Number of respondents	1			
Respondents with ratings	1			
<b>Ratings Summary</b>				
	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
Rating from 1-5 (5 being best)	4	4	5	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	5	4	3	4
<b>Strengths:</b>	Not applicable			
<b>Weaknesses:</b>	Not applicable			
<b>Notable comments:</b>	“It is an excellent system as it allows you to track maintenance on individual pieces of equipment so that you can easily target your ‘problem’ equipment. The major drawback with this system is that it is distributed by MCFA (Mitsubishi Caterpillar Forklift America) and is only available to MCFA dealerships. It is not marketed or sold to anyone outside of that umbrella.”			

<b>Fleetmax</b> (Creighton-Manning)	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	Low/Mid		
URL: www.fleetmaxsoftware.com				
Phone: 800.383.4369				
Description: Fleetmax is a maintenance management system developed for fleets. Broad industry focus.				
Number of respondents	5			
Respondents with ratings	3			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3.7	3.7	4.3	4.7
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4	3.7	4.3	3.3
<b>Strengths:</b>	Technical support, frequent upgrades			
<b>Weaknesses:</b>	Complicated to use, technical support costs, tire tracking module			
<b>Notable comments:</b>	<p>“...I would rate Fleetmax as average. Customer support is good and they recently updated the product to incorporate several user suggestions.”</p> <p>“We have used it for about 8-9 years and it has been sufficient. We use the program to track general in-house maintenance and some outsourced services. It can be a complicated program to use...it has a preventative maintenance flag system that we have never been able to understand how to use. The technical support is expensive...”</p> <p>“If cost is a big factor in a fleet’s decision, then this is the program for you.”</p> <p>“We have used it since 1996. The support from them has been good.”</p> <p>“Fleetmax has worked adequately with the exception of the tire tracking module – it is too time-consuming and complicated to be useful.”</p>			

<b>Fleet-Net (Fleet-Net)</b>	<u>Overall Rating</u> Not Recommended	<u>Pricing Range</u> Mid/High		
URL: www.fleet-net.com Phone: 702.873.3036 Description: Fleet-Net is a full accounting and management package for public transit organizations. It includes a module on fleet maintenance management.				
Number of respondents 1 Respondents with ratings 1				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	2	3	3	3
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3	2	1	3
<b>Strengths:</b>	None noted			
<b>Weaknesses:</b>	Not user-friendly, reports lack consistency, no engine-hour tracking ability, inventory is average (not true-pricing)			
<b>Notable comments:</b>	"We use the older DOS-based version, but we have heard the new Windows-based version has some weaknesses."			

<b>HTE (HTE)</b>	<u>Overall Rating</u> Recommended with some reservation	<u>Pricing Range</u> Unknown		
URL: www.hteinc.com Phone: 800.727.8088 Description: HTE provides total enterprise software solutions of more than 50 integrated software applications for government and utilities. One of their applications is a fleet maintenance management system.				
Number of respondents 1 Respondents with ratings 1				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	4	4	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3	4	3	4
<b>Strengths:</b>	Ability to customize, proven track record for government jurisdictions			
<b>Weaknesses:</b>	Not proactive about problems (customer must find problem themselves),			
<b>Notable comments:</b>	None noted			

<b>JD Edwards</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	None Provided	High		
URL: www.jdedwards.com Phone: 877.613.9412 Description: JD Edwards provides enterprise wide software solutions in many areas, including maintenance management. The maintenance management module is general, but can be customized for fleet.				
Number of respondents: 1 Respondents with ratings: 1				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	2	4	3	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	2	2	3	3
<b>Strengths:</b>	PM scheduling, flexibility			
<b>Weaknesses:</b>	Lacks search capability, work orders are difficult to review			
<b>Notable comments:</b>	"The PM scheduling module is good and has lots of flexibility. The record-keeping module lacks search capability to locate previous repairs. Work orders are difficult to review. Overall, though, I think the program is good."			

<b>Maintenance Manager (JJ Keller)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	Low		
URL: www.jjkeller.com Phone: 800.564.2333 Description: Maintenance Manager is a maintenance management system developed for fleets. Broad industry focus.				
Number of respondents: 5 Respondents with ratings: 2				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	3.5	4	3.5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3	1.5	3.5	3.5
<b>Strengths:</b>	Comprehensive			
<b>Weaknesses:</b>	Technical support, ease of use, restoring back-up data			
<b>Notable comments:</b>	"It is comprehensive but (in our opinion) not very user friendly. The program requires a considerable amount of study and practice for it to be an every day maintenance tool." "...very acceptable product."			

<b>Maintenance Manager</b> (Qqest Software)		<u>Overall Rating</u>	<u>Pricing Range</u>	
		Recommended with some reservation	Low	
URL: www.qqest.com Phone: 800.733.8839 Description: Maintenance Manager is an enterprise asset management system with a module that has been developed for fleet maintenance management. Broad industry focus.				
Number of respondents		2		
Respondents with ratings		2		
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3	3	3	3
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	2	2	3.5	4
<b>Strengths:</b>	Asset tracking, PM reports			
<b>Weaknesses:</b>	Inability to add parts numbers on-screen			
<b>Notable comments:</b>	None noted			

<b>Maximo (MRO Software formerly PSDI)</b>		<u>Overall Rating</u>	<u>Pricing Range</u>	
		Highly Recommended	High	
URL: www.mro.com Phone: 800.244.3346 Description: Maximo is an enterprise asset management system. The base system can be used for fleet maintenance management or a customized fleet maintenance management module is available. Broad industry focus.				
Number of respondents		3		
Respondents with ratings		2		
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3	3	2	3.5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	2.5	2	1.5	3
<b>Strengths:</b>	None noted			
<b>Weaknesses:</b>	None noted			
<b>Notable comments:</b>	"I highly recommend it to anyone, although it takes quite a bit of planning to implement properly."			

<b>Maximus MCMS (CSI)</b>		<u>Overall Rating</u> Highly Recommended	<u>Pricing Range</u> High	
URL: www.csimaximus.com Phone: 610.687.9202 Description: Maximus MCMS is a mainframe-based maintenance management system developed for fleets. Broad industry focus. Number of respondents 2 Respondents with ratings 1				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	4	5	5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4	5	4	4
<b>Strengths:</b>	Compatibility with financial package, replacement analysis, complete fleet history			
<b>Weaknesses:</b>	None noted			
<b>Notable comments:</b>	“I think that this system has evolved into an extremely useful product. The larger the fleet the more you will get out of this system. I would highly recommend it. I think most systems today will do anything and everything. The users requirements should be very specific in order to gain the maximum value added from any system.”			

<b>Maximus M4 (CSI)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservations	High		
URL: www.csimaximus.com Phone: 610.687.9202 Description: Maximus M4 is a client-server maintenance management system developed for fleets. Broad industry focus.				
Number of respondents	4			
Respondents with ratings	4			
	<u>Ratings Summary</u>			
	<u>Ease of Use</u>	<u>Features</u>	<u>Reliability</u>	<u>Speed &amp; Performance</u>
Rating from 1-5 (5 being best)	4	4	5	5
	<u>Technical Support</u>	<u>Upgrades/ Innovations</u>	<u>Onscreen Help</u>	<u>Report Usefulness</u>
	4	5	4	4
<b>Strengths:</b>	PC-based, ease of use, PM forecasting, technical support			
<b>Weaknesses:</b>	Some bugs in new version, documentation lags behind releases			
<b>Notable comments:</b>	“It is designed to interface with many other systems, therefore it is too advanced to be used as a stand alone system. We have only been using it since Feb 2000, but feel it is an acceptable system.” “We have used M4, but are converting to Fleet Anywhere in the near future.”			

MP2 (Datastream)	<b>Overall Rating</b> Recommended with some reservation	<b>Pricing Range</b> Mid/High		
URL: www.datastream.net Phone: 800.955.6775				
Description: MP2 is an enterprise asset management system with a module that has been developed for fleet maintenance management. Broad industry focus.				
Number of respondents	3			
Respondents with ratings	1			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3	4	-	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4	5	4	3
<b>Strengths:</b>	Reporting			
<b>Weaknesses:</b>	Data input, ease of use, training costs, odometer readings			
<b>Notable comments:</b>	<p>“It rates acceptable. It's biggest strength is cost. As with any canned software it has some problems with the way the format is set up (getting data where you want it). It has pretty good reporting capabilities. I know there is many things it can do that we are not utilizing at this time.”</p> <p>“It is an acceptable product for fleet, and a highly recommended program for physical plant maintenance...extremely flexible, but does not handle odometer readings as well as it could...slow on data entry, but produces nice information summaries and reports”.</p> <p>“...it satisfies all my needs, however it is not as easy to work with as it could be and making modifications are difficult. The price of training is much higher than it needs to be, but overall it is a good system and can accommodate all your needs”</p>			

<b>RTA Fleet (RTA)</b>	<b>Overall Rating</b>	<b>Pricing Range</b>		
URL: www.rtafleet.com Phone: 800.279.6775 Description: RTA is a maintenance management system developed for fleets. Broad industry focus. Number of respondents: 9 Respondents with ratings: 7	Recommended with some reservation	Low/Mid		
Rating from 1-5 (5 being best)	<b>Ratings Summary</b>			
	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3.6	3.8	3.8	3.8
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4.3	3.7	3	3.7
<b>Strengths:</b>	Ease of use, technical support, reporting, frequent upgrades, training			
<b>Weaknesses:</b>	Search capability (case-sensitive), user interface on enterprise product			
<b>Notable comments:</b>	<p>“It is comprehensive and easy to use. Any problem you have, they help you with. RTA gets my vote.”</p> <p>“I would highly recommend RTA. It has proven very effective for us. It has a large variety of information and reports. It has annual updates and annual training seminars for users.”</p> <p>“I feel it is a good CMMS program... The cost of RTA is reasonable and the tech service is above average. I would recommend the purchase of RTA.”</p> <p>“We currently use the RTA system. I'm not a fan of this system or the company. I believe the software is more for billing outside customers than for a private fleet.”</p> <p>“...it is an acceptable program and improving every year. It's doing everything we need it to do, but we really haven't compared it to anything else.”</p>			

SAP (SAP)	Overall Rating	Pricing Range	
	Not recommended	High	
URL: www.sap.com Phone: 610.661.1000 Description: SAP is a fully integrated enterprise asset management system. They have developed a module for asset management which can be adapted for fleet maintenance management. Broad industry focus.			
Number of respondents	3		
Respondents with ratings	2		
<b>Ratings Summary</b>			
	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>
Rating from 1-5 (5 being best)	3	3	4.5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>
	3	1.5	3
			<b>Speed &amp; Performance</b>
			4.5
<b>Strengths:</b>	Integrated with accounting package		
<b>Weaknesses:</b>	Not fleet-oriented, difficult to learn, reporting, data access		
<b>Notable comments:</b>	"SAP is a great enterprise system, but its "high level" attributes overlook the kind of detailed asset management that is typical of fleet applications. The information that a fleet typically keeps and monitors does not fit the work management model that is used in SAP. It is hard to get the right information into the system and it is nearly impossible to get it out in a form that a fleet manager can use." "We use SAP, but it is not fleet friendly."		

<b>SCI</b> (Systems Consultants Inc.)	<u>Overall Rating</u>	<u>Pricing Range</u>		
		Recommended with some reservations	Unknown	
URL: www.sci-gateway.com				
Phone: 800.383.6029				
Description: SCI is a full accounting package focused on the government/municipal sector. They have a module for fleet and asset maintenance management.				
Number of respondents	1			
Respondents with ratings	1			
<b>Ratings Summary</b>				
	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
Rating from 1-5 (5 being best)	-	2	-	3
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	-	2	2	2
<b>Strengths:</b>	Search capability, ease of use			
<b>Weaknesses:</b>	Quality control (software bugs in new releases)			
<b>Notable comments:</b>	“The product does computer generated work orders and tracks history. A good feature of the program is a computer terminal we have for operators to report any problems with their buses. The computer automatically transmits a report to maintenance. The system also has good online inquiry for mechanics to look up history. The flaw in the system is their quality control. I have identified numerous errors in the system.”			

<b>Transman (TMT)</b>	<b>Overall Rating</b> <hr/> Highly Recommended	<b>Pricing Range</b> <hr/> Mid		
URL: www.tmtsoftware.com Phone: 919.493.4700				
Description: Transman is a maintenance management system developed for fleets. Broad industry focus.				
Number of respondents	6			
Respondents with ratings	2			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b> <hr/> 4	<b>Features</b> <hr/> 4	<b>Reliability</b> <hr/> 3.5	<b>Speed &amp; Performance</b> <hr/> 4
	<b>Technical Support</b> <hr/> 4	<b>Upgrades/ Innovations</b> <hr/> 4	<b>Onscreen Help</b> <hr/> 3	<b>Report Usefulness</b> <hr/> 4
<b>Strengths:</b>	Reporting, technical support			
<b>Weaknesses:</b>	Missing details on some reports			
<b>Notable comments:</b>	<p>“During the last two years I have been using the TMT system and find it a little more difficult to use but it seems to have endless reporting capabilities. On a given day we can enter over 500 repair orders, issue 50 purchase orders, over 25 transfers of parts to outlying shops and many other functions. At this point I would highly recommend the TMT system to any fleet that wanted to maximize their reporting.”</p> <p>“I would highly recommend Transman, but caution that they are still having a few growing pains.”</p> <p>“We are very pleased with Transman and would recommend it highly. It has some limitations with regard to Government fleets, ... [specifically] handling diverse types of equipment we have as opposed to a trucking firm and the different ways we must budget for the repair and replacement. It does use and comes fully loaded with the VMRS codes...in my mind it was the best choice of the many evaluated. Their support is superb! The software is easy to use and very easy to learn which is especially beneficial for mechanics. It has many useful canned reports and works well with Crystal Reports for creating your own.”</p>			

<b>Truck Tracker Pro (MBC)</b>		<u>Overall Rating</u>	<u>Pricing Range</u>	
		Recommended with some reservation	Low	
URL: www.fleet-maintenance.com Phone: 800.980.2555 Description: Truck Tracker Pro is a maintenance management system developed for fleets. Broad industry focus. Number of respondents 2 Respondents with ratings 2				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	3.5	4	3	4
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	3	3	3	3
<b>Strengths:</b>	Ability to customize			
<b>Weaknesses:</b>	Difficult interfacing with accounting, some of reports have little value			
<b>Notable comments:</b>	"Truck Tracker system seems to do a good job for us, although it doesn't interface very well with our internal system."			

<b>Ultramain (SSUI)</b>		<u>Overall Rating</u>	<u>Pricing Range</u>	
		Not Recommended	High	
URL: www.ultramain.com Phone: 505.828.9000 Description: Ultramain is a maintenance management solution developed specifically the airline, transit and facilities management industries. Number of respondents 2 Respondents with ratings 2				
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	2.5	2	2	1
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	1	2	2.5	1.5
<b>Strengths:</b>	None noted			
<b>Weaknesses:</b>	Slow performance, not user friendly, reporting			
<b>Notable comments:</b>	"The reports it generates are not useful and many of the features do not work."			

<b>Vehicle Tracker (SquareRigger)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Recommended with some reservation	Low/Mid/High		
URL: www.squareRigger.com Phone: 800.677.3139 Ext. 1 Description: Vehicle Tracker is a maintenance management system developed for fleets. Broad industry focus.				
Number of respondents	2			
Respondents with ratings	2			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	4	4	3	3.5
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	4.5	4.5	4	3.5
<b>Strengths:</b>	Technical support			
<b>Weaknesses:</b>	Reporting, cannot charge out FEMA repairs to specific vehicles.			
<b>Notable comments:</b>	None noted			

<b>Viewpoint (Bidtek)</b>	<u>Overall Rating</u>	<u>Pricing Range</u>		
	Not recommended	Mid/High		
URL: www.bidtek.com Phone: 800.333.3197 Description: Viewpoint is a full accounting package focused on the construction industry. They have a module for fleet and asset maintenance management.				
Number of respondents	1			
Respondents with ratings	1			
<b>Ratings Summary</b>				
Rating from 1-5 (5 being best)	<b>Ease of Use</b>	<b>Features</b>	<b>Reliability</b>	<b>Speed &amp; Performance</b>
	2	2	2	2
	<b>Technical Support</b>	<b>Upgrades/ Innovations</b>	<b>Onscreen Help</b>	<b>Report Usefulness</b>
	2	2	2	2
<b>Strengths:</b>	None noted			
<b>Weaknesses:</b>	None noted			
<b>Notable comments:</b>	“Viewpoint has some maintenance functionality, but I would not recommend it to anyone”			

### **Additional Information on Commercial Software**

For additional information about the specifications and capabilities of many of the commercial software packages above, we have provided a link to a Truckingnet.com checklist on over 25 software packages. The checklist was developed by Truck Fleet Management magazine and is available at the following web address, [http://www.truckingnet.com/fleet/2000/software\\_guide/sg00\\_page1.asp](http://www.truckingnet.com/fleet/2000/software_guide/sg00_page1.asp). If you are unable to click on the link to launch the website, then copy the link and paste it into the address box on your browser.

### **Summary and Observations**

In summary, as we discussed earlier, we made several interesting observations based upon the responses from Fleetcommunity members. These observations are outlined below:

#### **Observations**

1. The vast majority of fleets utilize some level of software to assist in the management of their fleet maintenance operation, with 54% of fleets using commercial software packages and another 25% using internally developed software.
2. The utility and food industry sectors had the highest level of software usage and the highest level of commercial software usage. The government/municipal, manufacturing and construction industry sectors were also large users of software for fleet maintenance management.
3. There are many good commercial software packages that were used by and recommended by members. 31 commercial software packages were identified as used by Fleetcommunity members and members recommended 22 of these packages.
4. Reporting capabilities appeared to be a common weakness cited by members regarding commercial software packages. Only a few packages were rated well on reporting capabilities. Clearly this is an area that could use improvement for most of the commercial software packages.
5. Fleet Anywhere (Peregrine) and RTA were the two commercial packages that were used by the most fleets with 11 and 9 responses, respectively. Members recommended both of these systems with some reservations.

**Note: Reproduction, copying or publication of this Report in whole or part is strictly prohibited without the prior approval of Fleetcommunity, Inc. Questions and subscription requests should be directed to Mr. Marc Goldenberg, 312-640-1500 or [marc@fleetcommunity.com](mailto:marc@fleetcommunity.com). The materials presented in this Report are based upon responses received from Fleetcommunity members and do not represent the opinions of Fleetcommunity, Inc. or its management. No recommendations or representations are made by Fleetcommunity regarding any of the methods or software outlined in this Report.**