



UN Common Mobility & Carpooling Services By UNDP

Practice Note for
the Business
Operations Strategy



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Table of Contents

Executive summary	2
Introduction: The Fleet Management Solution as a natural enabler of BOS	2
Objectives	3
Key Stakeholders and partnerships	4
Benefits of the Solution employment	4
Efficiency gains	5
Cost implications	6
Potential challenges	7
Implementation	7
BOS 2.0 implementation	8
Sustainability and scalability	8
Other sources of information	9
Conclusion	9

UN Common Mobility & Carpooling Services by UNDP: A FLEET MANAGEMENT SOLUTION

Executive summary

This Practice Note provides information on UNDP's Common Mobility and Carpooling services – **Fleet Management Solution**—, a modern **fleet management tool**, which can be used by United Nations Operational Management Teams (OMTs) and Country Teams (UNCTs) within the Business Operations Strategy (BOS) framework for the management of individual or global fleets. The Fleet Management Solution is a UNDP proprietary online solution that allows fleet managers to manage their fleet operations effectively, track vehicles, run shuttle services and provide staff and clients with a vehicle self-booking option.

The Fleet Management Solutions empowers Fleet Managers to **enhance** service provision, provide a **user-friendly** booking tool for clients, monitor and **influence drivers' behaviour** and contribute to the **improvement of road safety**.

The tool was initially designed for UNDP offices, but its modern technology platform and scalability allows for application by other UN agencies. By integrating their fleet operation into Fleet Management Solution, UN agencies move to a cloud-based tool that allows almost real-time fleet monitoring that supports strengthened interagency collaboration and coordination, contributing to efficiencies and cost savings delivered through BOS.

Introduction: The Fleet Management Solution as a natural enabler of BOS

The Business Operations Strategy (BOS) is a critical instrument to advance the UN Secretary General's UN Reform agenda, as outlined in the UN GA resolution. The BOS is a results-based framework that focuses on joint business operations with the purpose of eliminating duplication, leveraging the common bargaining power of the UN and maximizing economies of scale. It is facilitated by the principle of mutual recognition, and it constitutes a reliable, evidence-based foundation for the establishment of common back offices. BOS is focused and structured around six common service lines: finance, human resource management, procurement, logistics, information and communications technology and administration, including facilities management.

Integration of the Fleet Management Solution into common fleet operations will naturally enable participating agencies to quickly and easily set up common fleet operations as envisaged by BOS.

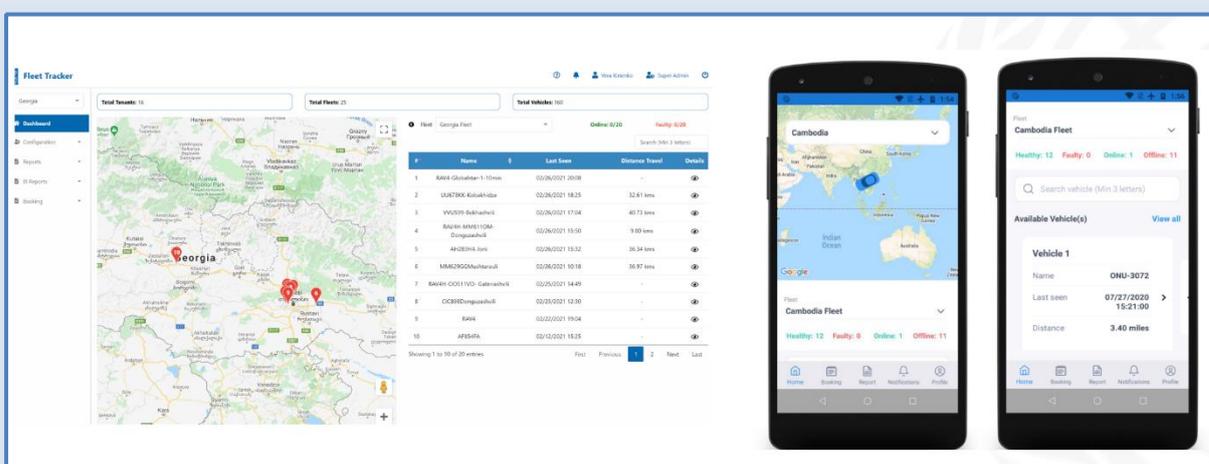
The Fleet Management Solution enables Fleet Managers to digitally transform their daily activities – vehicle tracking, booking requests, trip reports and performance Dashboards are available through the cloud-based platform, eliminating paper-based and manual fleet management.

Connected with the Radio Room, the tool is the natural platform to connect fleet management with the security requirement for vehicle tracking.

The Fleet Management Solution brings the following benefits:

- **Provides visibility to the fleet operations** through almost real-time tracking of vehicle movement.
- **Moves manual and paper-based fleet operations into an online platform** allowing Fleet Managers to make better decisions through real-time data access.
- **Optimizes the use of corporate assets** for more effective fleet operations and management of the vehicles

The platform can also be accessed through a mobile app, available for Android and Apple phones, with all the same services available on the web platform.



UNDP Fleet Management Solution is available on the web and mobile platforms

The Fleet Management Solution connects vehicles to the cloud using industry-standard OBD2 dongles, Internet of Things (IoT) fleet management software from QuEST Global and Microsoft Azure. The modern software used means that the platform can evolve and grow along with your fleet needs, and new features can be integrated as they become available.

The platform's ability to handle multiple fleets means UN agencies can manage their fleets independently or jointly with other agencies as one fleet, yet in one central system with one access point.

Objectives

The Fleet Management Solution **enhances inter-agency fleet management** and helps achieve the following objectives:

- Provide a **custom-made UN solution to UN agencies** for common fleet operations and management.
- **Eliminates duplication of effort and leverages economies of scale** by more effective utilization of participating agencies' fleets.
- Provide immediate **visibility of the fleet operations** with end-to-end customer booking process, asset allocation, service delivery, electronic invoicing and automated reporting.
- Allows all agencies in the same country to use the platform, thus improving **fleet sharing opportunities**.

Key Stakeholders and partnerships

The Fleet Management Solution is designed for the following UN stakeholder groups:

1. Fleet Managers

Fleet Managers are provided with the tool to manage individual vehicles and overall fleet operations, including vehicle booking requests.

2. Staff members

Staff members have access to the modern, user-friendly interface to allow for a swift and easy vehicle booking.

Bookings can also be made from a dedicated app for Android or iPhone, anytime, anywhere.

3. Senior management

The platform provides various reporting tools and equips senior managers with insights into fleet management, vehicle utilization and service provision.

Benefits of the Solution employment

The Fleet Management Solution provides numerous benefits, for example:

i. Vehicle tracking

The Fleet Management Solution utilizes the standard OBDII port dongles to provide constant vehicle connectivity with the platform. This connection allows Fleet Managers, senior managers and security officers to gain insight into vehicle movement and location in almost real-time.

All active vehicles will be displayed on the dashboard for the at-glance presentation of the fleet status. Satellite connectivity can be available through a simple, add-on dongle that does not require any special hardware mounting on the vehicle.

ii. Fleet management

The platform allows Fleet Managers to set-up and manage the one-on-one relationship between the driver and the vehicle. Every driver is assigned to the vehicle to allow for better management of the driver pool utilization as well as address security needs. The platform is flexible and permits you to re-assign drivers as and when needed. It is also possible to create as many fleets as required.

iii. Online Booking

The booking tool allows users to quickly and easily book a vehicle from their desktop or mobile device. To address different offices' needs, the user can choose from several trip options: private or official, one-way or round trip, self-drive or with the driver or shuttle services.

The booking tool also provides a section for inputting financial details to allow for cost recovery processing.

iv. Mobile apps – Android and iPhone

The Fleet Management Solution is also available as a mobile app that gives the same access and functionality as the web-platform version.

v. Dashboard and reporting tools

The Fleet Management Solution has several built-in dashboards and reports for increased accountability, effective fleet management and improved service delivery and continuous improvement. For example, the Fleet Manager can see an at-a-glance view of vehicles' occupancy through the **vehicle occupancy report**, while the **safety report** provides details on driver behaviour, and the **summary dashboard** provides a global overview of the organization-wide fleet operations.

vi. Common transportation services

The Fleet Management Solution allows agencies to extend the provision of transportation services to other UN entities, improve the efficiency of their fleet and establish inter-agency fleet services. Agencies can either set up their fleets in the system or enrol their vehicles as part of one common fleet for the specific country.

Efficiency gains

The Fleet Management Solution can elevate vehicle services to a whole new level through a number of powerful features:

- **Operational effectiveness and efficiencies**

The platform automates numerous manual processes in fleet management operations, thus saving time and bringing effectiveness and efficiencies. Online bookings provide automated confirmation notifications to all parties – user, Fleet Manager and driver. The platform also helps prevent double-booking by more effectively managing vehicle availability in real-time.

When used as a single platform for joint fleet management, it will generate UN-wide efficiencies and cost savings for all participating agencies by reducing operational costs and fleet optimization.

- **Quality improvements**

The visibility of vehicle movement and driver's behaviour directly influences and improves road and fleet safety.

It also significantly enhances the customer experience through online bookings and trip confirmation from the web platform and on the mobile app when on the move.

Finally, it improves the quality of work and effectiveness of the Fleet Manager by empowering him/her with the data and reporting tools needed to manage fleet operations more efficiently.

- **Greening of fleet operations**

It is known that driving behaviour alone can **reduce carbon emission** by 30%, and **the Fleet Management Solution** is the perfect tool to support driver training and driving behaviour change.

Streamlining vehicles' usage, promoting carpooling will help generate less emissions and reduce mileage and overall costs.

Moving operations online also reduces paper consumption and further contributes to the greening of fleet operations.

Cost implications

The Fleet Management Solution modern technology and Azure building platform allow simple and easy scalability across UN agencies with limited costs. Agencies would need to cover the dongles' cost for each vehicle in their fleet, connectivity costs and Azure and software licensing¹. No cost recovery to UNDP for already developed features is required. More detailed costings can be provided for each agency country context.

Potential challenges

Sharing fleets between agencies requires responsibility and liability sharing between participating agencies. This needs to be clearly defined and governed. Inclusion of Legal office advise earlier in the negotiation stage will allow to address sharing responsibilities and accountabilities.

¹ Licensing fee for the software use is waived only for piloting countries during the pilot phase.

The digital transformation process invariably leads to a change management process with its associated challenges. This may include:

- Resistance to change of switching from a manual process to a digital one.
- Fear of job losses due to digitalization.
- Fear of increased service accountability of established practices.

To support Fleet Managers with the deployment of the digital tool, webinars and one-on-one training sessions can be set up to support the change process as well as on-going support in the after-implementation stage.

Implementation

If your UN agency is considering joining the Fleet Management Solution platform, the following steps apply:

1. The Agency contacts the UNDP Client Business Solution team and General Operation (GO) team in NY by writing to [Javier Barrantes](#) and [George Peradze](#).
2. The UNDP teams will set up an initial meeting with the interested Agency to demonstrate the platform and establish the service requirements (e.g. number of fleets, vehicles and drivers, and dongles).
3. The Agency completes an enrolment form detailing its fleet and vehicles composition.
4. The Agency would then go through a trial use of the platform as part of UNDP's fleet, after which a Service Agreement is signed between UNDP and the Agency.
5. The GO Team will then commence the Agency's enrolment into the Fleet Management Solution and on-boarding of its vehicles (dongles procurement, country set up, and fleets set up).
6. The GO Team will provide training and user manuals to the Fleet Managers and appointed personnel on the use of the Fleet Management Solution. Teams-based support is provided throughout the implementation process.

The onboarding phase depends on local factors and will include an approximately eight-week lead time to manufacture and deliver the required dongles.

BOS 2.0 implementation

The following recommendations should be considered in the implementation of the Fleet Management Solution within the BOS 2.0 stages:

	Phase	Description
1	Kick-Off	Identify a number of fleets and vehicles to be enrolled into the platform.

2	Stock Take	Collect past vehicle utilization data where possible.
3	Opportunity Analysis	The Fleet Management Solution platform can improve fleet management and transportation services UNCT/OMT inter-agency collaboration. The use of the platform for internal fleet management will improve the effectiveness of agency fleet operations. Using the platform for joint fleet management, country teams can generate economies of scale and notable improvement and expansion of transportation services.
4	Cost-Benefit Analysis	A simplified cost-benefit analysis is available in the BOS platform to support UNCT/OMTs calculate cumulative cost avoidance if the Fleet Management Solution is adopted for local operations. <ul style="list-style-type: none"> • Set-up costs refer to the one-time cost of setting up the platform and equipment (dongles) costs and optional savings from reducing vehicle acquisitions in future years due to inter-agency collaboration. • Recurring costs² refer to fuel, maintenance, connectivity and optional costs for using other agencies vehicles for their transportation services.
5	Planning Framework	Once agencies have adopted the Passenger Mobility Service, major delivery KPIs will be automatically generated in real-time by the platform for increased accountability. KPI examples include vehicle to driver rate; average trips per vehicle; average passengers per trip; the total number of airport, in-town and out-of-town trips; ranking of functions requesting passenger mobility services (i.e. logistics, M&E, administrative staff); customer satisfaction per trip; agency and country; and trips per agency.
6	Implementation Plan	The implementation timeframe will vary depending on the fleet's size and the local team's response rate in providing all the necessary information to roll-out the service. The average lead time for the manufacturing and delivery of dongles is approximately eight weeks.

Sustainability and scalability

UNDP is committed to the long-term development of the Fleet Management Solution and will continue to optimize the tool to better meet existing and future UN fleet management needs.

Enrolment into the Fleet Management Solution platform will enable UN agencies to digitally transform their fleet management and operations, delivering a uniform transportation service provision across agencies.

Other sources of information

UN agencies interested in finding out more about UNDP's Fleet Management Solution platform should contact the UNDP Client Business Solution team and General Operation (GO) team in NY by writing to [Javier Barrantes](#) and [George Peradze](#).

² Licensing fee for the software use is waived only for piloting countries during the pilot phase.

Conclusion

The UNDP Fleet Management Solution Platform is a modern, easy-to-use digital platform empowering Fleet Managers to improve their fleet operations' efficiency and effectiveness and provide a high quality of transportation services to their users and clients.

By leveraging the insights provided by the solution on driver behaviour, Fleet Managers can improve the safety of transportation services and contribute to the overall road safety in their countries.

Whether enrolled as an individual agency or as part of the common fleet, every agency can gain benefits and increase its fleet operations efficiencies.

The platform is the natural source of the inter-agency collaboration and harmonization of fleet operations within the BOS Framework and is fully aligned with the objectives of the Business Innovation Group (BIG) and the principles of mutual recognition, cost-savings, and customer satisfaction.

[Join today to revamp your fleet management and operations.](#)