Modern Fleet Management Software

Apex, North Carolina: Partnership Overview

Proposal Expires December 31, 2019

Town of Apex and Fleetio

Fleetio is a web-based software platform that is changing how teams manage a fleet through three guiding principles:

1. **Mobility** - Access the platform from anywhere using our Fleetio Go app.
2. **Collaboration** - Work better together with unlimited users accessing the system.
3. **Automation** - Integrate with GPS, fuel card, and other services through our open API.

We understand you have a lot of choices when it comes to your partnerships, and we appreciate the opportunity to present Fleetio as a solution for managing the complex fleet operations for the Town of Apex.

The Fleetio Difference

We have a fresh philosophy for managing a fleet and we built Fleetio based on our unique mindset.

- Software should make fleet management easier, not harder. Many of the tools we saw on the market were complex, antiquated and didn't seem to help fleet managers - but instead made their jobs harder in a lot of ways.
- Fleet management should be more collaborative. Fleetio comes with unlimited users, so many different stakeholders can access the system. With everyone on the same page, fleets last longer, remain safer and run smoother. Fleetio allows unlimited users at no additional cost.
- Fleet information should be accessible anywhere. Fleets are mobile by nature, so fleet information needs to be accessible on the go. Fleetio can be used on any device with an internet connection. You can use smartphones, tablets and anything else that comes in the future. Plus, Fleetio will automate communications so you can cut down on email and get back to more important things.
- Updates and enhancements - **ALWAYS INCLUDED**. Our business model is subscription-based, allowing us to continue delivering maximum value to our customers through frequent releases, upgrades, and enhancements that make our system even better. You are never charged for upgrades and our pricing is all-inclusive. As long as we partner together, we will continue to improve, together.
- Customer service - Our customer support is unrivaled in our space. We invest highly in our customers and their success and deploy a variety of tools and resources to ensure high adoption and utilization. Our "customer happiness score" is measured on every customer interaction and is rated nearly 100%.

Updated Enterprise Pricing

The investment includes full software documentation, ongoing maintenance, customer support, continuous updates, and product development. The proposal below includes all requirements necessary for the full implementation of Fleetio.

Pricing below offered if Agreement is signed before Tuesday, December 31st, 2019

Asset Tier	Annual Cost
501 - 600	$33,320
Additional Costs/Services One-Time Implementation Fee**: $3,000**	

*Fleetio is an all-inclusive software system. All upgrades, enhancements, maintenance, and support are included in the price.

Full list of features listed at www.fleetio.com/manage/features

- Fully integrated, native mobile applications for iOS and Android.
- Premier support (phone, email, customer portal, ongoing webinars, adoption services).
- Open, agnostic system that allows for tight integration with other systems via open API.
- Sandbox Environment, SAML Connection, and Custom Branding

Fleetio Fast Track ($3,000 one-time)
Quickly launch Fleetio at your organization with the help of our Customer Success Team. You can learn more about this offering at the end of this proposal and it is a planned implementation organized by the customer and Fleetio. These sessions provide instruction and consultation to configure your Fleetio account to best meet your fleet's specific needs.

Billing and Rollout Plan

For the Town of Apex to smoothly roll out Fleetio without being charged simultaneously for Fleetio and TMT, we will provide access to your Fleetio account from April 1 - June 30th. The one-time implementation fee of $3,000 will be due upon execution of the agreement, and the annual payment of $33,320 will be due on July 1, 2020.

Fleetio

Onboarding and Post-Launch Activities

Enterprise customers are assigned a dedicated Customer Success Manager (CSM). The CSM is responsible for onboarding and implementation, which includes product training and consultation. Your Customer Success Manager will review your existing data with you, to ensure it's ready to import. They will assist with all of the admin configuration and any GPS and fuel card integrations. They'll consult with you on the setup and configuration of each feature, and provide train-the-trainer education to make sure that you're ready to onboard your team.

To us, a strong partnership involves collaboration, and after initial implementation, your CSM will be proactively reaching out to you to ensure we are collaborating on four key areas:

- Delivering product functionality that meets your needs, as identified during the sales process.
- Collecting and understanding customer feedback. This is significant to the evolution of our products. We want to hear product suggestions that customers feel will increase efficiency and help meet ROI goals. Chances are, other customers will benefit from these ideas as well. Product improvements help the industry, overall.
- Ensuring the product helps you reach ROI/KPI goals. We'd like to understand the goals our customers plan to achieve using Fleetio and work closely with them to ensure we are meeting those needs.
- Best Practices by Industry. In addition to white papers on our website, we share best practices from Fleetio and other industry experts, on processes and workflows to streamline usage by industry.

Customer Success Managers assist with the growth of the fleet, feature requests, consulting, performance on the system, etc. They monitor each customer's account and reach out with suggestions for how to see more value from the Fleetio investment. They also conduct regular system reviews with their customers.

Support Services and Maintenance Includes:

1. **Online self-help tools** - Detailed documentation, videos, user guides.
2. **Live customer support** - Phone & email, customer portal for ticket tracking (average response time ~30 minutes).
3. **Ongoing development, upgrades, and maintenance** - Feature enhancements, bug fixes, functional additions, system maintenance all included at no additional cost.

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