

Holman 2024

Technology Update

CIPMM Fleet Management Workshop

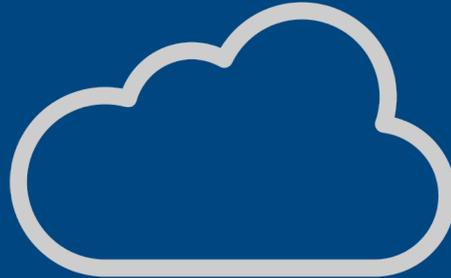
October 29-30, 2024

Themes Throughout The Day



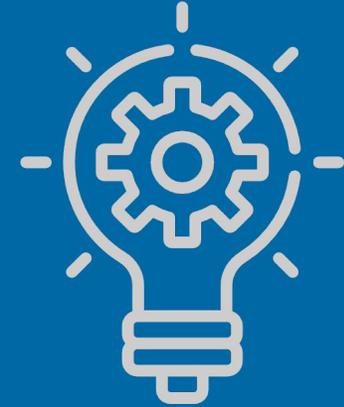
Ease of Doing Business

- Reduce Friction
- Improved Visibility
- Enhanced Customer & Partner Experience



Consumerization of Technology

- Post Covid World
- New Expectations
- Seamless Experiences



Intelligence

- Preparing For the Future
- Platform Enablement

Technology Roadmap

BUSINESS EASE

- Support Center
- User Roles
- Lease Agreement PDF Delivery
- Mobile App SSO
- PriceNet Enhancements



CONSUMERIZATION OF TECHNOLOGY

- TRX Roadside Integration
- EV Driver Reimbursement
- DVIR Integration
- WEX Fuel for Canada



INTELLIGENCE

- Asset Demand
- Driver Safety Scorecard Access
- Reporting Hub 3.0



Support Center

What's New

- Simpler and Easier to use
 - Engage directly with SME's
 - Improved transparency to status & updates
 - 150 Transactions Available
 - Smart Search Functionality
 - Find what you need quicker
 - Self Service Actions
 - Insights will readily guide users through the respective inquiry or request

The screenshot displays the Holman Insights Support Center interface. At the top, there is a navigation bar with the Holman logo and 'Insights' text. Below this, a search bar is present with a dropdown menu for 'Search' and a 'Show Me How' button. The main content area is titled 'Support Center' and features a prominent heading 'How can we help you?' with a subtext 'You can quickly find answers using the search bar below'. A search input field is provided with a placeholder 'Search the Support Center (e.g. "Replace Fuel Card")'. Below the search bar, there are links for 'Common searches: View Initial Licensing Status, Look Up Fuel PIN, View Order Status'. On the left side, there is a 'All Categories' sidebar with a list of menu items: Favorites, Accidents, Billing, Contacts, Driveaway (US ONLY), Driver Safety, Fleet Management (highlighted), Fuel, Holman - Internal Only, Licensing, Maintenance, Mileage, Ordering, Remarketing, Reporting, Technical Support, Telematics, Tolls and Violations, Vehicle Inspections, and Additional Help & Resources. The main content area is divided into sections: 'Fleet Management' (Asset Management) with actions like 'Activate Sold or Out of Service Vehicle', 'Add Vehicles', 'Change Status to Sold/Out of Service', 'Enter Cap Cost Value', 'Remove Asset', and 'Update Vehicles'; 'Documents' with 'Vehicle Documents'; and 'Other' with a 'Custom' form for user requests. A 'View Request History' link is also visible in the top right corner of the main content area.

What's New in Support Center

CC User Functionality

The screenshot displays a request in progress with a modal window titled "CC Email - Identify Recipients". The modal contains a warning message: "Please note, a recipient may not be available to receive these communications if such party" followed by a list of conditions: "has not provided the requisite consent to receiving communications", "has previously opted out of receiving communications", and "is no longer with your organization". Below this is a search bar for contacts, with "TOMMY.WEST@HOLMAN.COM" selected. An "Add" button is next to the search bar. Underneath, there is a section for "And/OR list emails below" with a text input field containing "Sample@email.com" and a red "X" button to remove it. At the bottom of the modal, there is a note: "Please note that CC recipients with an active Insights User ID will be able to access this request through Support Center" and "Close" and "Save" buttons.

- Capability to CC additional users on a single request
- Additional users can receive notifications as request is processed
- Copy to any email but only Insights Users can access in Support Center

What's New in Support Center

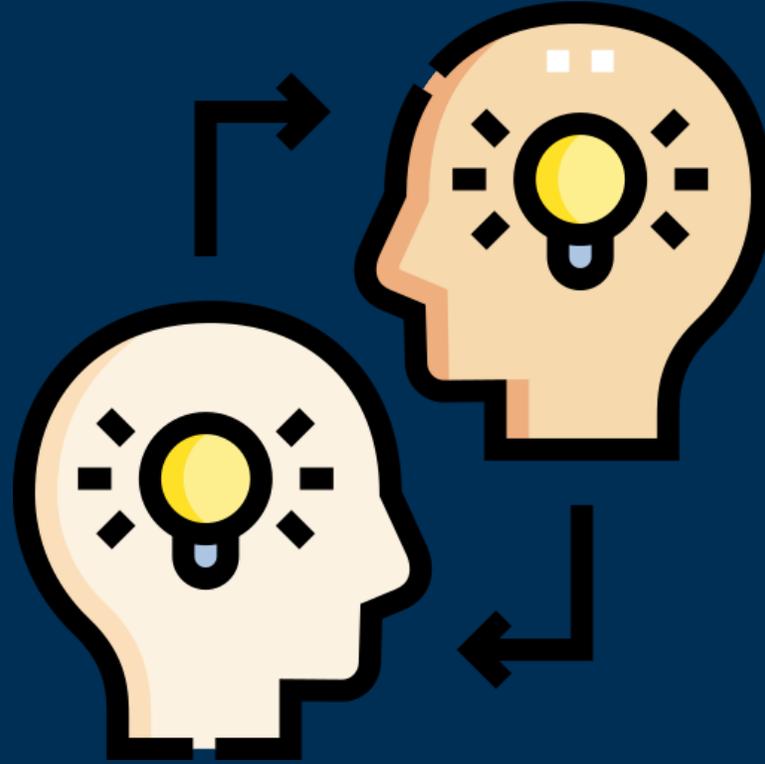
Integration into Existing Insights Pages

The screenshot displays a web application interface for vehicle management. The main page is titled 'General Vehicle Information' for a '2019 FORD F150'. It includes fields for 'Division: 01', 'Sub-Division: 1234', 'Cust Status', and 'Sub-Type'. Below this is a 'Description' section with fields for 'Model Year: 2019', 'Make: FORD', 'Model: F150', 'Model Line', 'Body Description', 'VIN', 'VIN Model: F150', 'Exterior', 'Interior', and 'Decal Number'. There is also an 'Aux Data' section with multiple 'Aux Data' and 'Aux Date' fields. A modal window titled 'Support Center' is overlaid on the page, showing 'Suggested Categories' for request types. The modal includes a 'View Request History' link, a 'Contacts' section with 'Contact Management' options like 'Add New Contact', 'Associate Contact to Asset', and 'Update Contact', and an 'Other' section with a 'Custom' option. A red box highlights the 'Suggested Categories' section in the modal, and another red box highlights the 'Support Center' logo in the bottom right corner of the page.

- Allows users to submit requests without navigating off current page
- Suggested Categories for Request Types that are related to current page
- Current vehicle will auto populate in Request Submission page

What's Coming to Support Center

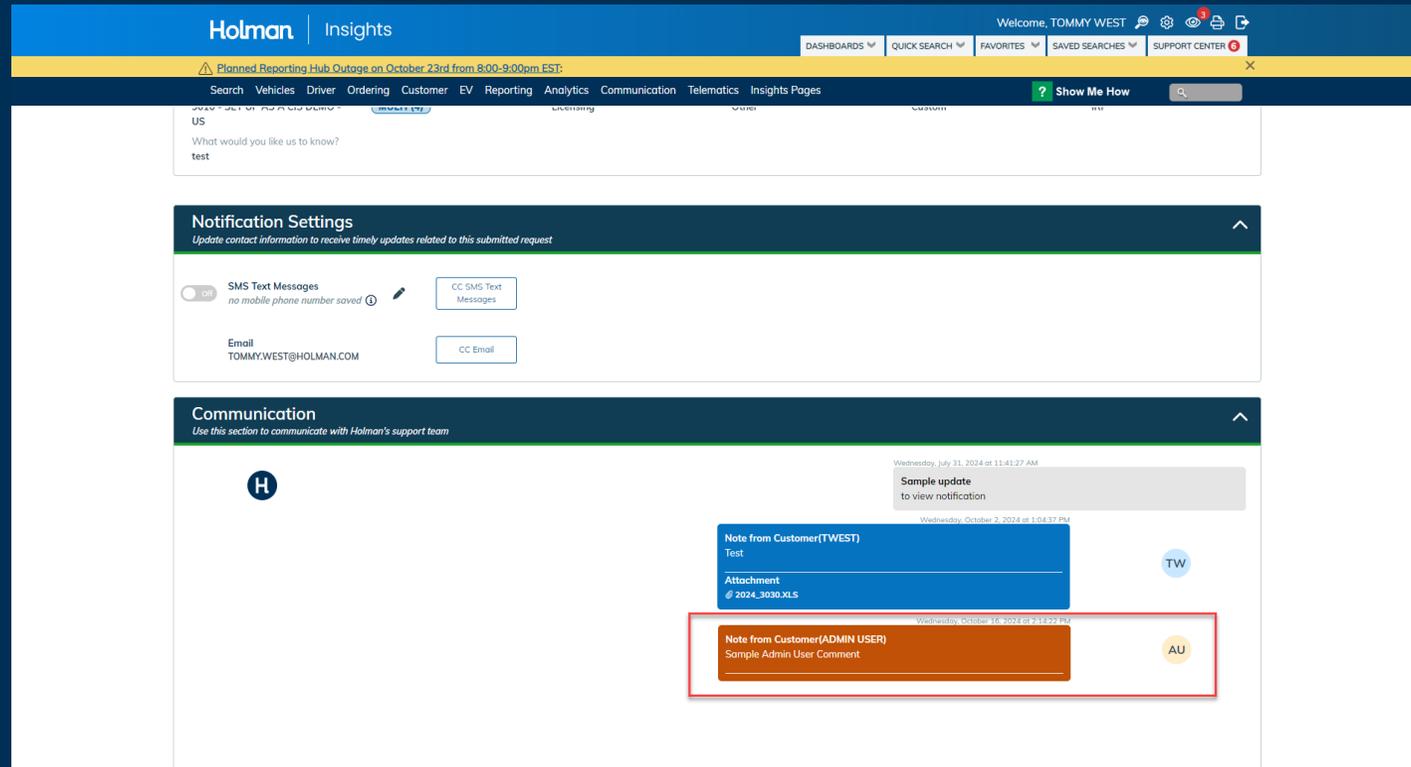
Ability to transfer requests to other users



- Allows users to transfer requests to other Insights users
- Bulk capability if owner becomes disabled

What's Coming to Support Center

Admin users can engage in all requests



The screenshot displays the Holman Insights Support Center interface. At the top, there is a navigation bar with the Holman logo, user information (Welcome, TOMMY WEST), and various utility links like DASHBOARDS, QUICK SEARCH, FAVORITES, SAVED SEARCHES, and SUPPORT CENTER. A yellow banner below the navigation bar contains a warning: "Planned Reporting Hub Outage on October 23rd from 8:00-9:00am EST".

The main content area is divided into sections. The first section is "Notification Settings", which includes a toggle for "SMS Text Messages" (currently off) and a field for "Email" (TOMMY.WEST@HOLMAN.COM). Below this is the "Communication" section, which shows a conversation thread. The thread includes a "Sample update" from the system, a "Note from Customer(TWEST)" with an attachment "2024_3030.XLS", and a "Note from Customer(ADMIN USER)" with the text "Sample Admin User Comment". The admin user's note is highlighted with a red box.

- Today can only view other requests if they have not been CC'd
- Will allow Admin users to override or approve items within requests

Support Center

What's Next

- Canadian Focused Use Cases

- Storage Requests
- Transport Requests and Status
- Provincial Transfers
- Language Translations

- Administration Capabilities

(Who can see & do what features)

- Dashboards and reporting

The screenshot displays the Holman Insights UAW Strike Support Center interface. At the top, there is a navigation bar with the Holman logo, 'Insights UAW Strike', and user information 'Welcome, GREG RAVEN'. The main content area is titled 'How can we help you?' and features a search bar with the placeholder text 'Search the Support Center (Ex. "Replace Fuel Card")'. Below the search bar, there are links for 'Common searches: Report Accident Claim, View Initial Licensing Status, Look Up Fuel PIN'. The 'Request History' section is highlighted, showing a summary of request counts: 'Recent Update 15', 'Submitted 0', 'In Progress 25', 'On Hold 0', and 'Completed 39'. A table titled 'Your Requests' is visible, listing individual requests with columns for Request Number, Status, Program, Client Code, Vehicle, Driver, and Last Updated. The table contains six rows of data, with the first three rows showing 'Completed' status and the last two showing 'In Progress'.

Request Number	Status	Program	Client Code	Vehicle	Driver	Last Updated
10939	Completed	Ordering Custom	08G4	-	-	10/24/2023 4:06:38 PM
10940	Completed	Tolls and Violations Toll Violation Inquiry	08G4	800318	MATTHEW MCKINNEY	10/30/2023 9:15:22 AM
10944	Completed	Ordering View Order Status	08G4	807282	JACOB PAFFHAUSEN	11/01/2023 10:05:57 AM
11625	Completed	Ordering View Order Status	08G4	807994	ALEX LEYH	10/30/2023 4:16:44 PM
8979	In Progress	Licensing Replacement Credentials Request	08G4	807333	RICHARD SCOTT	10/03/2023 2:20:25 PM
9216	In Progress	Reporting Custom	08G4	-	-	10/04/2023 3:56:47 PM

Insights

What's New

Maintenance Enhancements

- Maintenance Tab was overly complex
- New and Intuitive Pages
- New settings capabilities to customize the app for your needs
- Enhanced analytics to visualize your vehicles spend

DEV Holman | Insights

Welcome, BOVGXL DGJHAPI

Hurricane Idalia Alert: Do you have drivers who have been impacted by the storm?...

Search Vehicles Driver Ordering Customer EV Reporting Analytics Communication Telematics Insights Pages

Asset and Contacts Component Info Documents Driveway Expenses Fringe Mileage Fuel Card History Fuel Entry
Fuel Trans General Info History Maintenance Memos Odometer Order Detail Registration Sales Status Vehicle Downtime

Service History New Service History Maintenance Parameters PM Schedule Compliance

PM Details Maintenance Summary Maintenance Analytics Expand All

PO Number: 89437694 Vendor: DEMONTROND AUTO COUNTRY, INC. Amount: \$83.25 PAID 05/27/2021 05:25 PM

PO Date: 05/27/2021 05:25 PM Odometer: 7906 Hour Meter: 0 Holman Invoice Number: 002163522 Vehicle Downtime: 2d 4h 11m

Vendor: DEMONTROND AUTO COUNTRY, INC. Vendor Address: DEMONTROND AUTO COUNTRY, INC., 888 I-45 SOUTH, CONROE TX 77304 Vendor Phone: (936) 249-1038 Vendor Invoice Number: 002163522

Quantity	Description	Type	ATA Code	Correction	Cause	Cost	Status
1	LOF (LUBE, OIL, & FILTER)	PM	1E001006	PREVENTIVE MAINT.	MAINTENANCE	\$58.92	Approved
1	TIRE ROTATION	PM	17001A04	PREVENTIVE MAINT.	MAINTENANCE	\$20.99	Approved
1	SALES TAX		53999A01	SALES TAX	MAINTENANCE	\$3.34	Approved

PO Details

2021 DODGE CHARGER
CLIENT: 2801 VEHICLE: 321323 CLIENT VEHICLE NO.: LC PLATE: PL3682 VIN: 2C3CD88G4M4543465

Recent Maintenance History

Description	Date	Mileage	Cost	PO #
Last major engine repair				
Last major transmission repair				
Last tire change	05/04/2023 02:42 PM	96984	29.95	89810288
Last brake change				
Last PM	05/04/2023 02:42 PM			

Overall Spend

Overall Spend

Category	Value
Unscheduled Maintenance	\$79.25
Scheduled Maintenance	\$7.34
Repairs	\$19.03
Rentals	\$6.27
Accidents	\$107.61

Historical PM Compliance

Description	Value
PM compliance %	12%
Average miles between PMs	8780
Largest gap between PMs (in miles)	16286

Measure: 1000 Miles

Historical PM Compliance

Date	Miles Between Maintenance
05/04/2023	7906.58%
02/27/2023	8257.65%
01/26/2023	8633.72%
12/01/2022	8501.70%
10/21/2022	8236.64%
09/04/2022	8904.98%
07/18/2022	8218.64%
05/27/2021	16286.22%
05/04/2021	7125.50%
03/01/2021	1001.48%

SETTINGS

Include

Rentals

Void Purchase Orders

Event Messages

Accident Claims

Display

PO Notes

Line Items

Expanded Cards

SortBy: Repair Date (Asc)

Maintenance Summary

Show Benchmarking

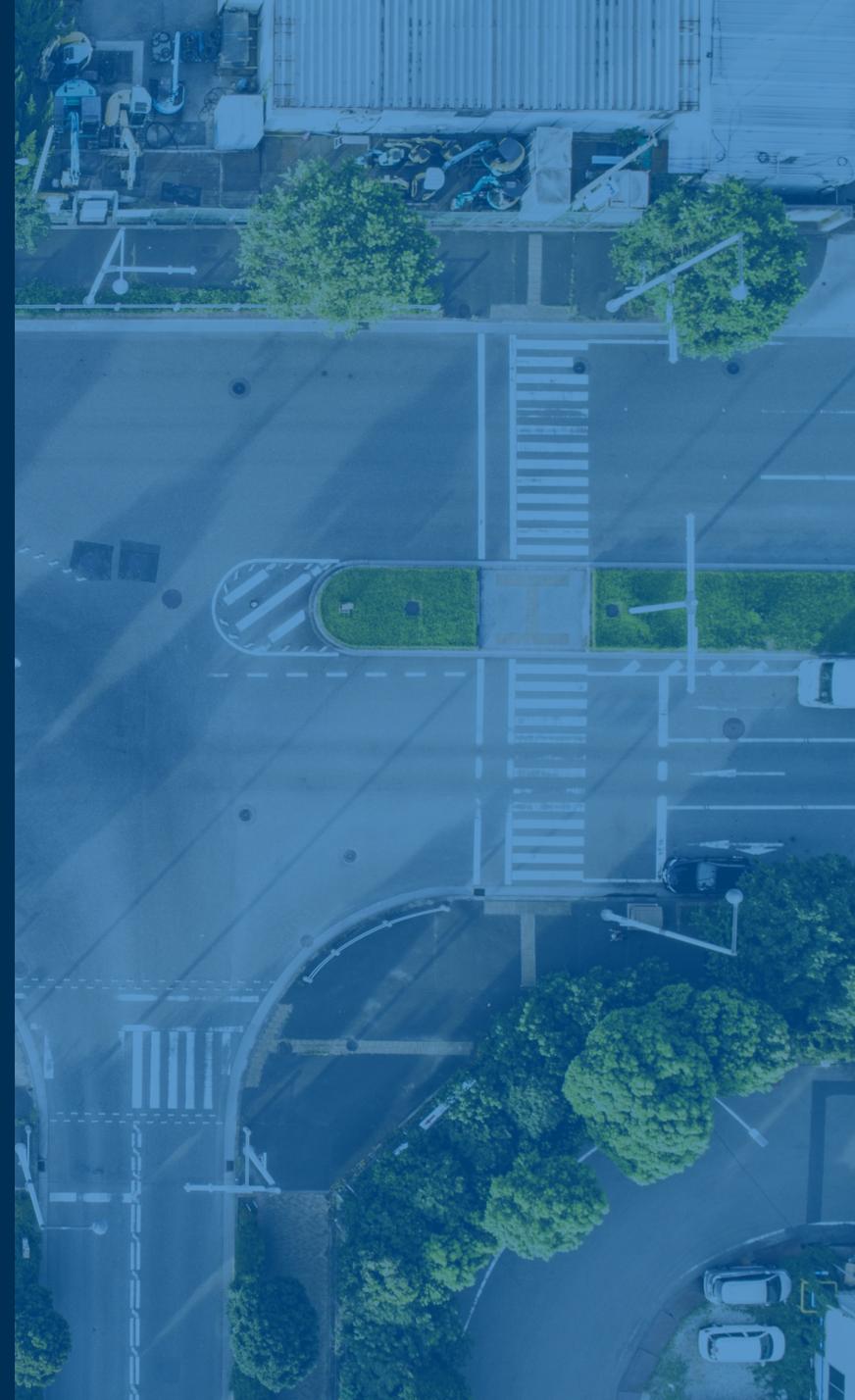
Cancel Save Changes

Insights – Operational Efficiencies

What's New

Stock Requests

- Quicker Stock Requests Turnaround Times
- New document uploads for upfit quotes
- Smarter Licensing Setup
- Used vehicle management
- Preapproval limits to expedite orders
- More robust data management



Asset Demand

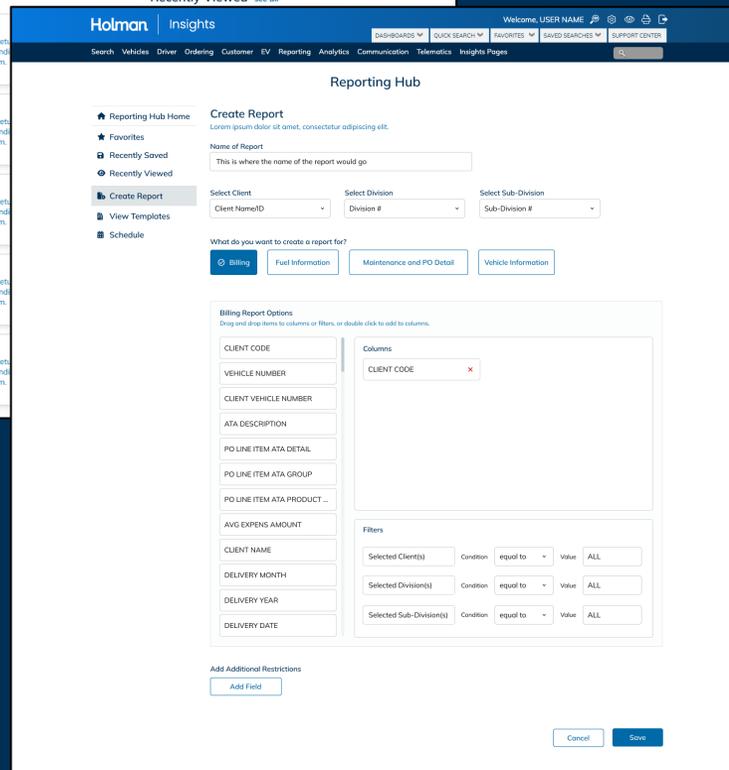
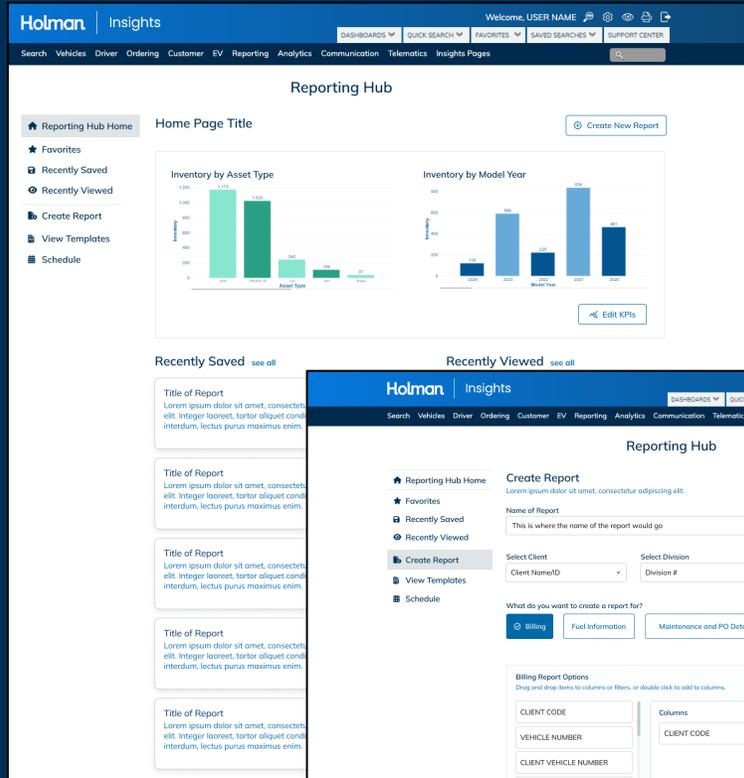
What's Next



- Running list of vehicles approved to be ordered when their order banks open
- Ability to see which areas of the fleet need vehicles and equipment
- Allow a Fleet Manager to repurpose minimally used vehicles vs ordering new vehicles as replacements
- Track vehicle requests against fiscal budget

Reporting Hub 3.0

What's New



- Ability to customize an existing report
- Ability to create visuals (KPI, widgets) against the report data
- AI inclusion to assist with report creation

WEX Fuel for Canada

What's Next

The WEX logo is rendered in a bold, red, sans-serif font. The 'X' is stylized with a double-line effect, and a small 'TM' trademark symbol is positioned at the top right of the 'X'.

wex™

A large, white, bold plus sign is centered between the WEX logo and the Canadian flag.

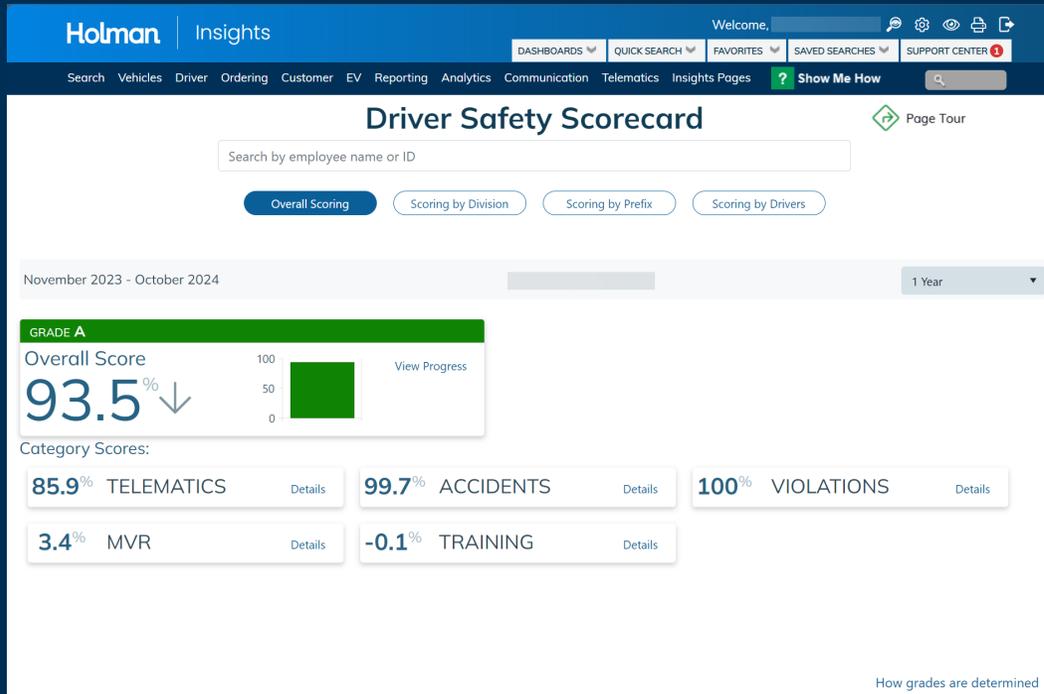
+



- Manage fuel cards and PINs with Holman Insights
- Create fuel profiles and track fuel spend
- Driver-based fuel alerts
- Realtime authorization tracking
- Fraud reduction due to utilizing WEX Fraud monitoring process

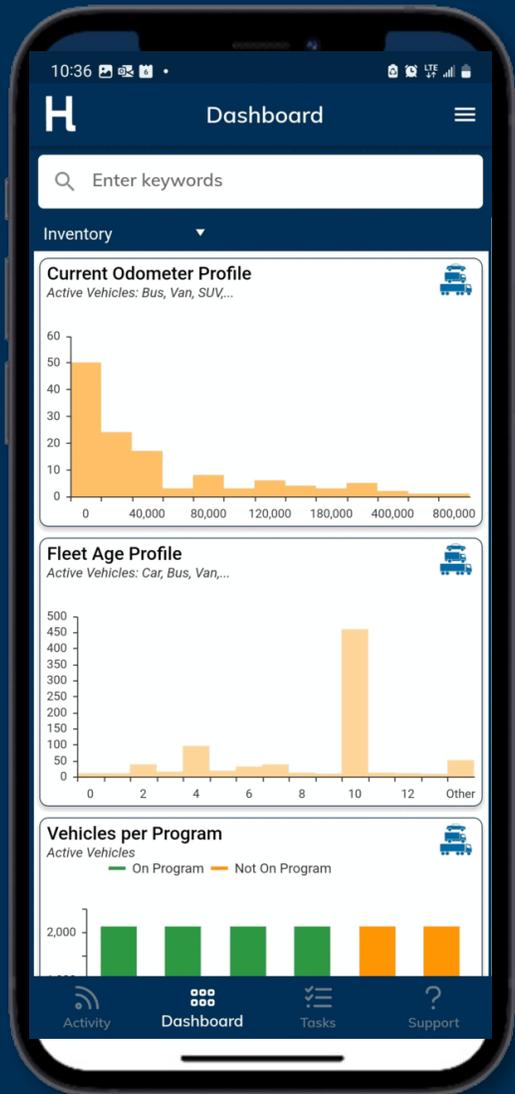
Driver Safety Scorecard Access

What's Next



- Ability to choose which driver Contacts are included or excluded in the Scorecard
- Contact data fields can be used to restrict access to the Scorecard for driver Contacts

Fleet Manager Mobile App



Holman

Fleet Manager Mobile App

General Release Underway!

Fleet Management in the palm of your hand

Data Analysis

Data Spikes
Change Points
Anomaly Detection

News

Industry News
Holman News

Mobile Feedback

Items Actioned

Viewed Items

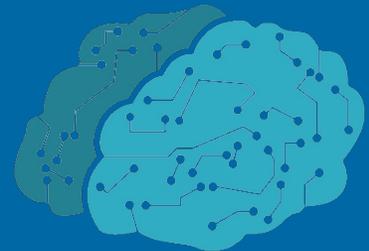
Transactions

High Priority
Monitored
Data

Usage Analytics

What pages
do you visit?

What
dashboard
items do you
use?



Combined,
Weighted,
Analyzed and
displayed via our
Fleet Feed

Driver Mobile App

Industry Leading
Driver Mobile
Solution

525,000+

Drivers in Mobile
App Environment

Top App Use Cases

1. Maintenance
2. Fringe/Personal Use
3. Vehicle Dashboard
4. Alerts
5. Fuel

Apple IOS

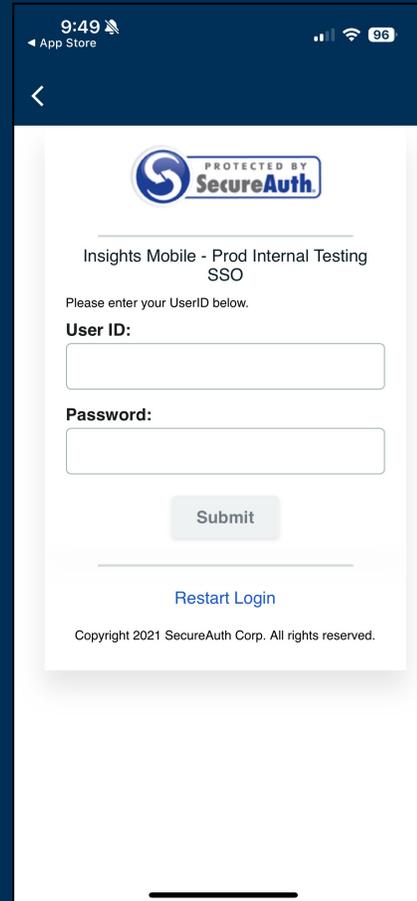
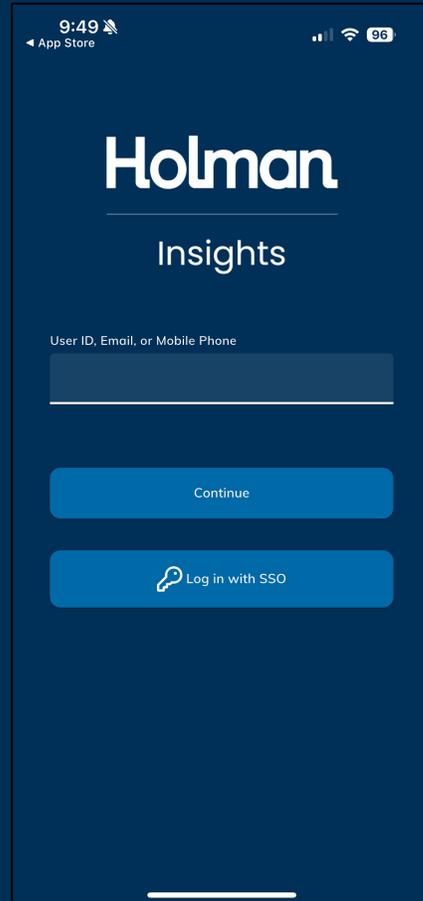
4.7 ★★★★★

Google Play

4.1 ★★★★★

Mobile App SSO

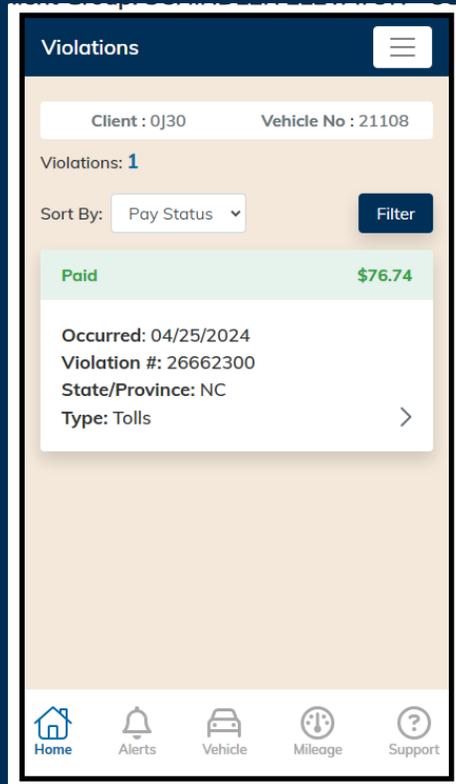
What's New



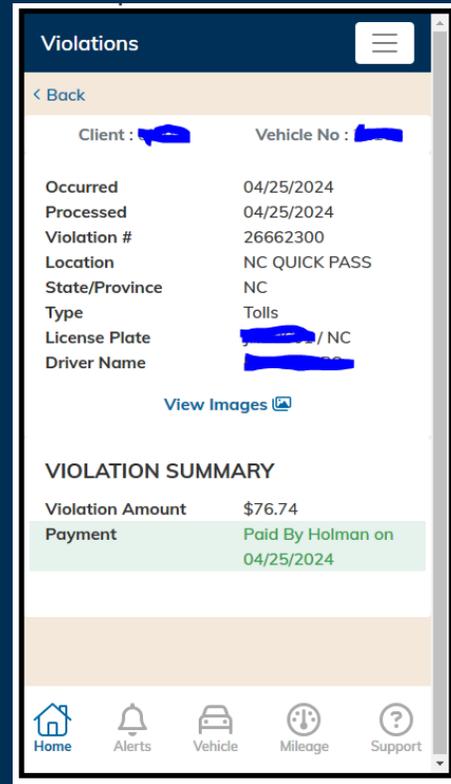
- More secure login method to the Holman App via SSO
- Connects to the client's identity management software to verify logins
- Enhanced UI to allow for quick updates to a client's SSO configuration

Driver Mobile App - Violations

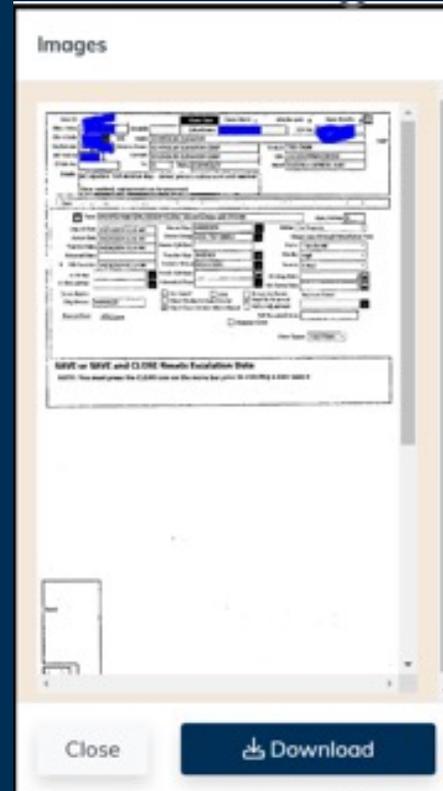
What's New



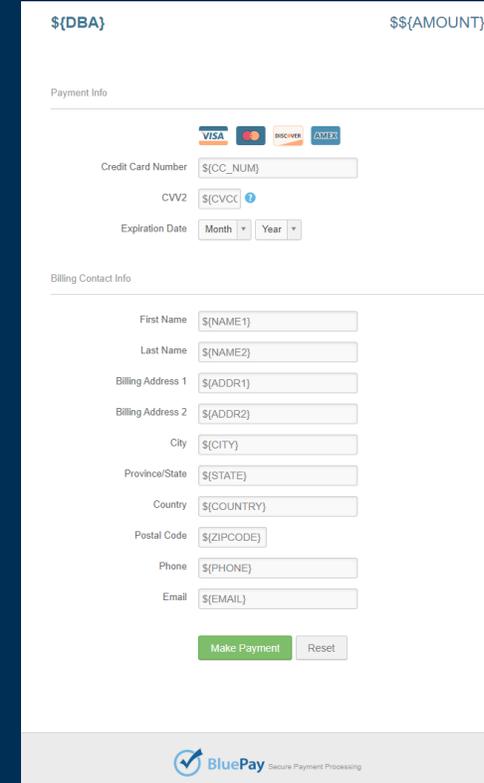
Violations Visibility



Images



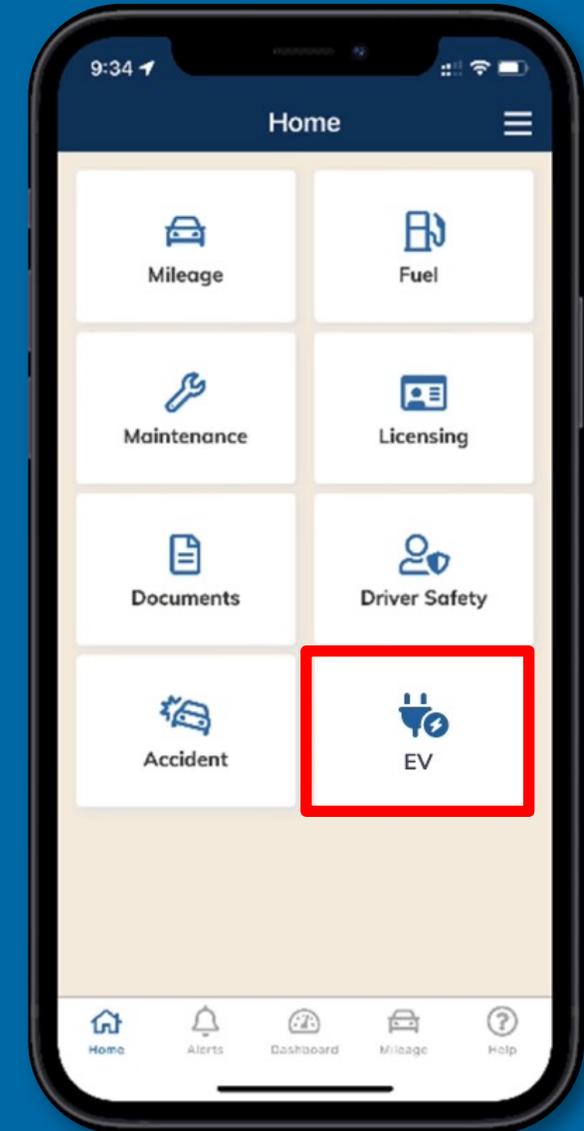
Payment



Driver Mobile App – Public Charging

What's New

- Public charging within the Holman Driver App
- More than 60,000 charging stations across North America
- Find stations, activate the charging session and pay for the session all within the app
- Bills on your Holman bill just like a traditional fuel transaction would



EV Driver Reimbursement

What's New

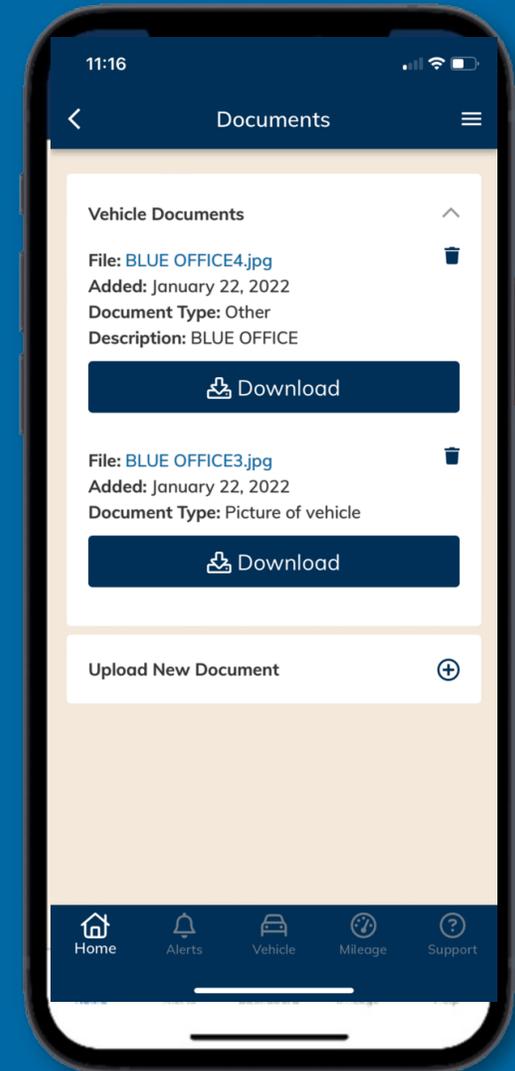
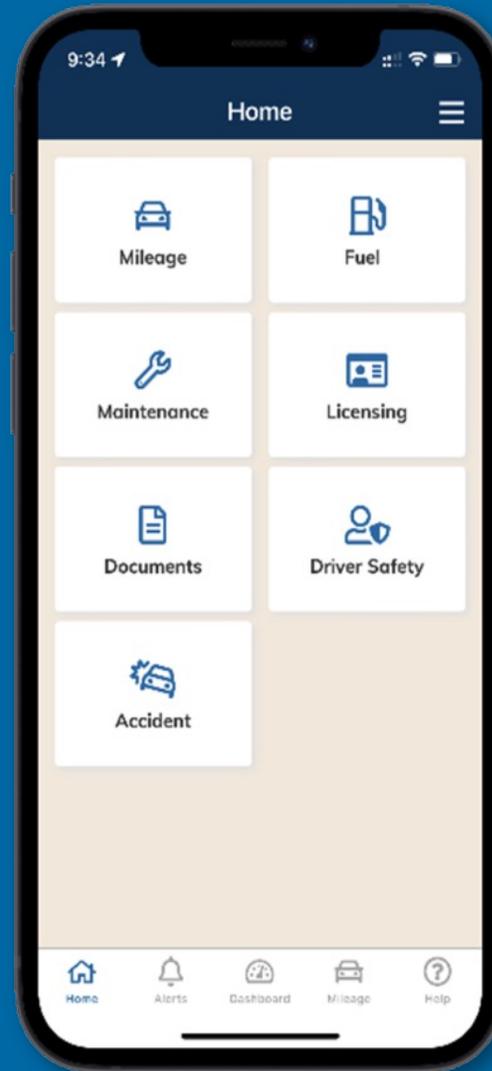


- Ensure drivers are reimbursed for at-home EV charging
- Monitor reimbursement stats through a variety of analytics

Driver Mobile App – Document Management

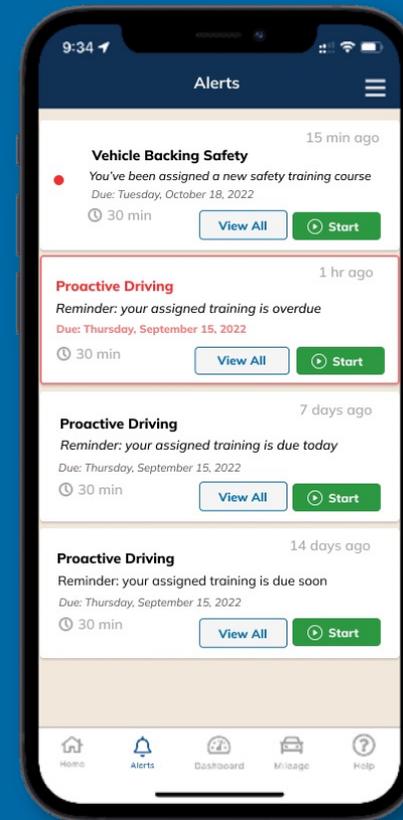
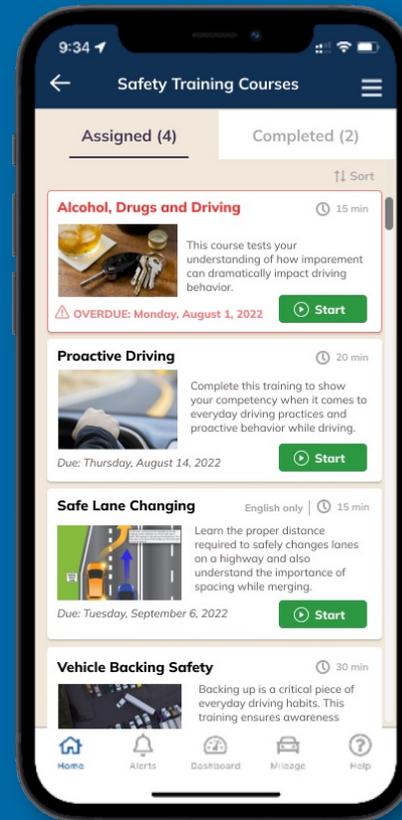
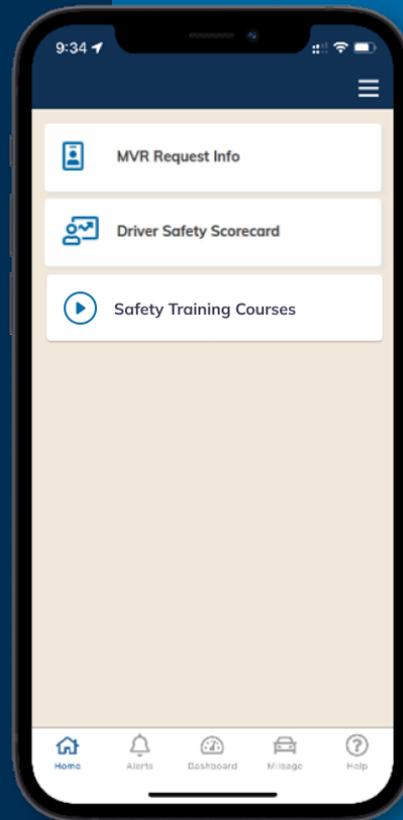
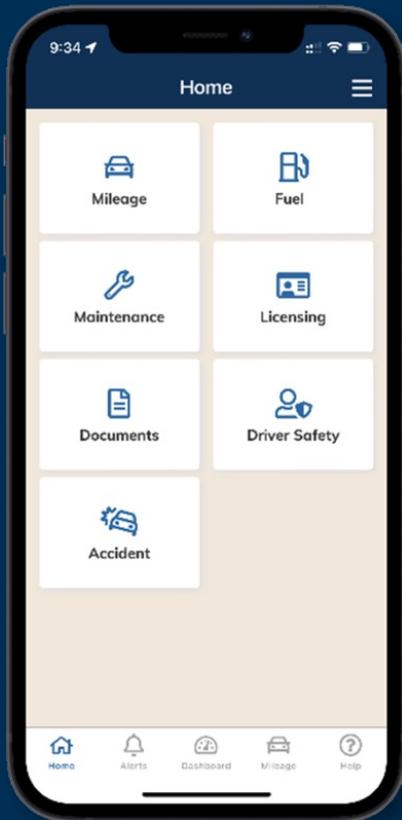
What's New

- Upload all your important documents to have easy access on the go!



Driver Mobile App – Driver Safety Training

What's New



Holman

Telematics



Telematics
Fringe



Keyless
Unlock



Downtime
Tracking
Enhancements



Driver
Identification



Accident
Management

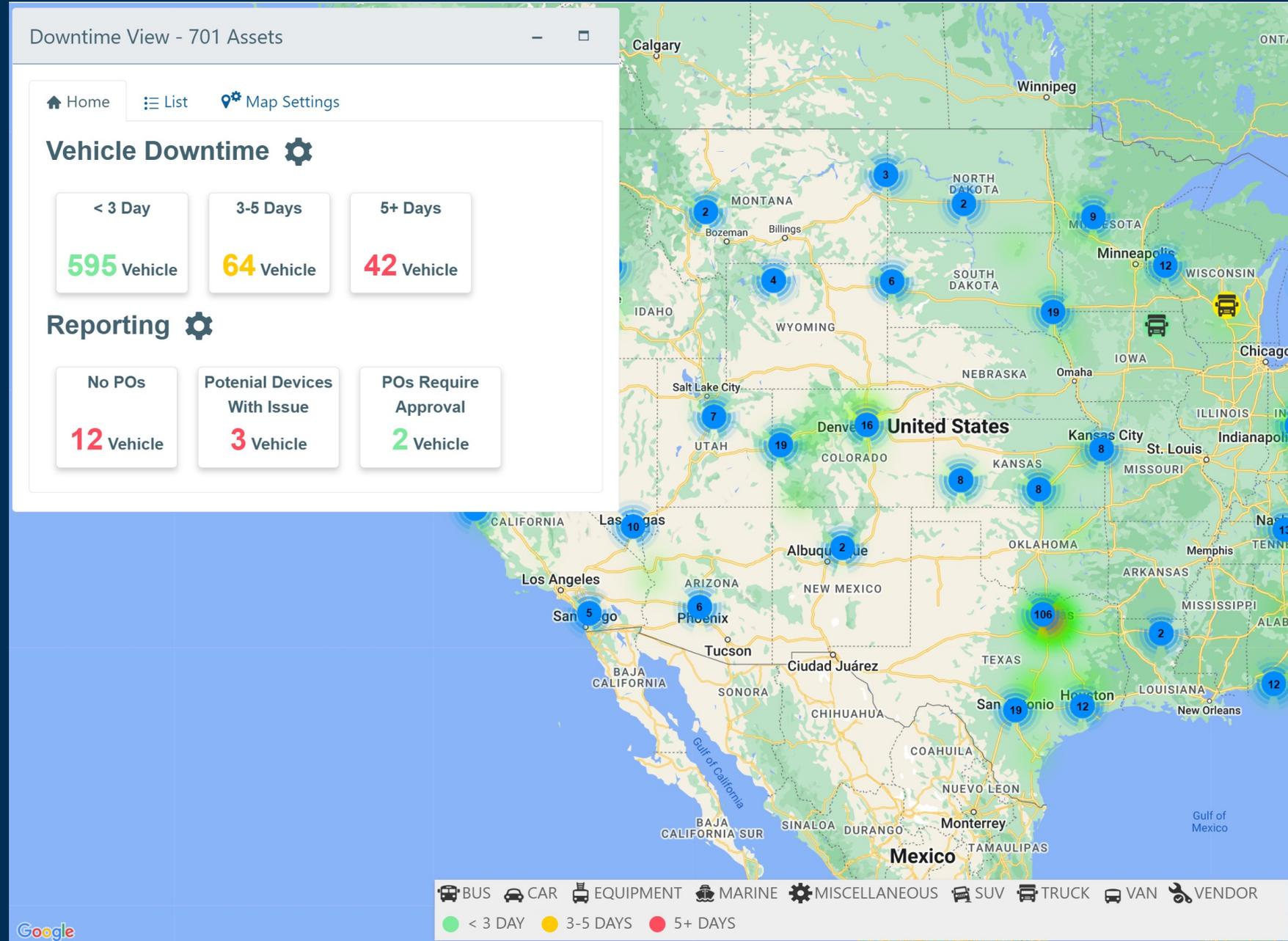


Micro-
Learnings

Downtime View

What's New

- Categorization of Vehicles with Downtime
- Adjustable Thresholds
- Alerts that help reduce reported Downtime
- Custom Geofence Locations for Downtime Tracking
- Exclude Areas from Downtime Tracking
- Import Geotab Zones for Downtime Tracking



VIR/IVIR

What's Next

New Inspections Tab

- Multiple Custom Forms
- Expected Inspection Frequency
- Inspection Type for Forms

Holman | Insights Welcome, ANDREW HRABOWY DASHBOARDS QUICK SEARCH FAVORITES SAVED SEARCHES SUPPORT CENTER

⚠ Planned Reporting Hub Outage on September 25th from 430-530pm EST: ×

Search Vehicles Driver Ordering Customer EV Reporting Analytics Communication Telematics **Insights** Show More

Additional Address Asset and Cont Assigned Driv Compliance (k Component I Document Driveawd Driver Histo Driver's Vehicle Hi Electronic Vehicle Expense Fringe Mile Fuel Card Histo Fuel Entr Fuel Millenni Fuel Tran General In Histor Hour Met **Inspection** Licensing and Registr Maintenance Memo Odomete Order Det Replacement Prioritiz Telematic Vehicle Downtim

Inspection

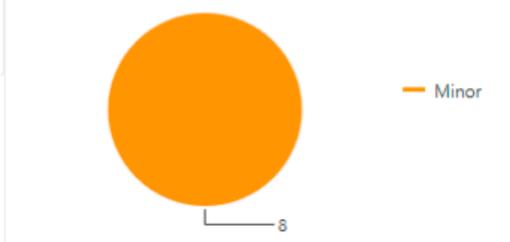
CLIENT: 9010 VEHICLE: VELLA1 CLI VEH#: VELLA1 LIC PLATE: VELLA1

3 Defects Submitted
All Defects By Repair Status of All in the last 30 days - Source: All

4 Missing Trip Inspections
Missing All Inspection in in the last 30 days

Defects By Severity

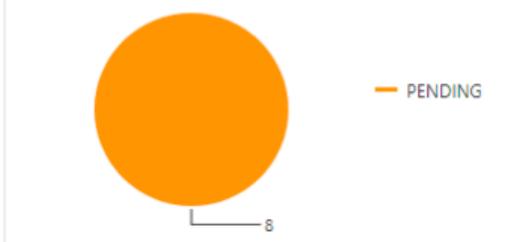
Defects In past 90 days - Source: IVIR



8 Minor

Defects By Repair Status

Defects In past 90 days - Source: All



8 PENDING

Total Rows 8 Rows Per Page 20 Page 1 of 1 Go to Page

Vehicle	Cli Veh #	Client	Inspected By First Name	Inspected By Last Name	Inspected By Email	Inspected By EID	Sub-Division	Odometer	Inspection Status	Serial No	RI
000006	000006	9010	CHRIS	GIRMAN	CHRIS.GIRMAN@HOLMAN.COM	Test	1000	101,201	Failed		32
000006	000006	9010	CHRIS	GIRMAN	CHRIS.GIRMAN@HOLMAN.COM	212345	1000	101,200	Failed		32
000006	000006	9010	TOMMY	WEST	TOMMY.WEST@HOLMAN.COM	123456	1000	6,000	Passed		24
000006	000006	9010	TOMMY	WEST	TOMMY.WEST@HOLMAN.COM	123456	1000	6,000	Passed		24
000006	000006	9010	ANOWAR	ULLAH	AULLAH@ARIFLEET.COM	123456	1000	16,000	Failed		13
000006	000006	9010	ANOWAR	ULLAH	AULLAH@ARIFLEET.COM	123654	1000	15,000	Failed		13
000006	000006	9010	LYNN	DONAGHY	LDONAGHY@ARIFLEET.COM	123lmd	1000	14,000	Passed		12
000006	000006	9010	LAL	JOSE	LJOSE@ARIFLEET.COM		1000	1,234,545	Failed		39

DVIR Integration

What's Next

DVIR(Driver Vehicle Inspection Report) by Geotab

Client	Defect List Name	Parts/Sections	Created	Updated	
	Integrated - Default Vehicle Defects List	Groups 13	8/29/2024 1:14:10 AM	8/29/2024 1:14:10 AM	Collapse
Parts & Defects					
	Brakes (Parking)	3	8/29/2024 1:14:10 AM	8/29/2024 1:14:10 AM	Collapse
Defects					
	Slow to release	Normal	BRAKE CONCERN	8/29/2024 1:14:10 AM	10/11/2024 2:34:13 PM
	Weak or ineffective	Normal	BRAKE CONCERN	8/29/2024 1:14:10 AM	10/11/2024 2:34:13 PM
	Will not release	Normal	BRAKE CONCERN	8/29/2024 1:14:10 AM	10/11/2024 2:34:13 PM
	Brakes (Service)	10	8/29/2024 1:14:10 AM	8/29/2024 1:14:10 AM	Expand
	Coupling Devices	1	8/29/2024 1:14:10 AM	8/29/2024 1:14:10 AM	Expand
	Emergency Equipment	6	8/29/2024 1:14:11 AM	8/29/2024 1:14:11 AM	Expand
	Horn	2	8/29/2024 1:14:11 AM	8/29/2024 1:14:11 AM	Expand
	Integrated Defects - Partner Connect	1	8/29/2024 1:14:11 AM	8/29/2024 1:14:11 AM	Expand
	Lights and Reflectors	10	8/29/2024 1:14:11 AM	8/29/2024 1:14:11 AM	Expand
	Mirrors	4	8/29/2024 1:14:12 AM	8/29/2024 1:14:12 AM	Expand
	Normal		8/29/2024 1:14:12 AM	8/29/2024 1:14:12 AM	
	Steering	7	8/29/2024 1:14:12 AM	8/29/2024 1:14:12 AM	Expand
	Tires	7	8/29/2024 1:14:12 AM	8/29/2024 1:14:12 AM	Expand
	Wheels and Rims	5	8/29/2024 1:14:12 AM	8/29/2024 1:14:12 AM	Expand
	Windshield Wipers	4	8/29/2024 1:14:13 AM	8/29/2024 1:14:13 AM	Expand
	Lorynn Test	Groups 2	8/29/2024 1:14:13 AM	8/29/2024 1:14:13 AM	Expand
	Box Truck	Groups 12	8/29/2024 1:14:01 AM	8/29/2024 1:14:01 AM	Expand
	Default Vehicle Defects List	Groups 14	8/29/2024 1:14:06 AM	8/29/2024 1:14:06 AM	Expand

- Integrate Geotab Driver-Vehicle Inspection Reports (DVIR) into Holman Insights
- Identified defects automatically submitted through Holman PartnerConnect or GMS for repair

Device based Actionable Alerts

What's New

- New reporting feature enables clients to detect device issues and select an appropriate resolution
- Displays relevant device status including warranty, device issues, and date of last communication
- Empowers customers to unplug, terminate, issue RMA, or order new devices from a single interface

Device ID	Client	Vehicle No	Vin Number	Last Comm. Date	Last Comm. (Days)	Warranty Status	Auto Activation?	Issue with Device	Actions
G80020FB9C43	SDW7		3HSDZAPR8JN756449	Monday, December 18, 2023	43	No (Expired 29-Mar-2020)	N	Device not linked to Holman vehicle, but is active	
G83320FB927E	SDW7			Thursday, November 16, 2023	75	No (Expired 18-Jul-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G84320FB851	SDW7			Friday, August 11, 2023	172	No (Expired 04-Apr-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G84420FB034E	SDW7			Wednesday, March 8, 2023	328	No (Expired 27-Feb-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G84F20FB9302	SDW7			Monday, April 3, 2023	302	No (Expired 20-Mar-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G85420FB0856	SDW7			Tuesday, November 22, 2022	434	No (Expired 02-Apr-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G88E20FB85A6	SDW7			Friday, December 2, 2022	424	No (Expired 14-Mar-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G8C020FB918C	SDW7			Friday, September 23, 2022	493	No (Expired 29-Mar-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G8D420FB9098	SDW7			Tuesday, January 24, 2023	371	No (Expired 05-Apr-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G80B20FB8C98	SDW7			Tuesday, April 25, 2023	280	No (Expired 03-May-2020)	N	Device not linked to Holman vehicle, not reporting VIN	
G907210A614D	SDW7			Friday, December 29, 2023	32	No (Expired 11-Aug-2021)	N	Device not linked to Holman vehicle, not reporting VIN	
G90995MFV56X	SEE8			Monday, December 31, 1979	16100	Yes (Expires 11-Feb-2024)	N	Device not linked to Holman vehicle, not reporting VIN	
G90E21122518	SDW7			Tuesday, September 5, 2023	147	No (Expired 07-Apr-2021)	N	Device not linked to Holman vehicle, not reporting VIN	

Driver ID & Telematics Fringe



Matching Driver to Vehicle Location

Using vehicle location provided from Telematics devices, we can associate a vehicle's reported trips to the driver using their mobile device's location

Telematics Trips for Fringe

Trips can be generated using Location data and vehicle start/stop times.

Trip Categorization

Trips can be categorized by Business/Personal for fringe tracking, but they can also have custom client-defined categorizations for more detailed trip logging.

Future Telematics Enhancements



Equipment Ordering Revamp

- Intelligent Quick Order Flow that suggests compatible harnesses based on vehicle/device selections.
- Redesigned bulk order flow directly in Insights.

Vehicle Diagnostics Integration

- New KPIs and Alerts that utilize telematics vehicle diagnostics data.
- New page in Driver app to highlight telematics vehicle diagnostics data.

Camera Events Integration

- Telematics Dashcam Events will be integrated into Insights.
- New KPIs and Alerts that showcase camera exceptions (EX: in-cab smoking, distracted driving)



Thank You

Holman